

Air Force Policy/Procedure Guide for the Defense Travel System



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Table of Contents

Document History	vi
Abbreviations and Acronyms	vii
References:.....	ix
1. Purpose.....	1
2. Overview of the Defense Travel System (DTS).	1
2.1. Background.....	1
2.2. Use of the Government Travel Charge Card.....	1
2.3. Electronic Funds Transfer (EFT) and Split Disbursements.....	1
2.4. Transportation (air and rail), Lodging and Rental Car Reservations.....	1
3. Roles and Responsibilities	2
3.1. General.....	2
3.2. Program Management Office-Defense Travel System (PMO-DTS).....	2
3.3. TRW Inc.....	2
3.4. SAF/FMBOT.....	2
3.5. Defense Finance and Accounting Service (DFAS).....	2
3.6. Comptroller.....	2
3.7. Finance DTA (FDTA).....	2
3.8. Finance DTA Help Desk.....	4
3.9. Organizational Responsibilities	4
3.9.1. Commanders	4
3.9.2. Organizational DTAs	4
3.9.3. Resource Advisor (RA).....	5
3.9.4. Communications Squadron.....	5
3.9.5. Document Preparer - Authorizations	5
3.10. Traveler Responsibilities.....	5
3.10.1. Mandated Use of DTS	5
3.10.2. Supporting Documentation Retention (receipts)	5
3.10.3. Required Information on Travel Authorizations.....	5
3.10.3.1. Required PERSTEMPO Codes.....	5
3.10.3.2. Mandatory Travel and Transportation Reform Act (TTRA) Remarks	6
3.10.3.3. Required Customer Identification Code (CIC)	6
3.11. Authorizing Official (AO).....	6
3.12. Certifying Official (CO).....	6
3.13. Self-authorizing Officials - Authorizations Only	7
3.14. Government Entity – Vouchers Only	7
4. Outside the DTS CUI.....	7
4.1. Contingency, Exercise, Deployment (CED) Orders.....	7
4.2. Permanent Duty Travel (to include civilian house-hunting trips).....	8
4.3. MEDIVAC Orders.....	8
4.4. Foreign Nation Travelers.....	8
5. Arrangements Only	8
5.1. Arrangements Only Travel Process.....	8
5.2. Arrangements Only Voucher Payment Processing	9

5.3. Arrangement Only Trip Types.....	9
5.3.1. Formal Training Orders (AX) – OAC/BAN 64ET	9
5.3.2. TDY Funded by Another Service or Defense Agency (AX)	9
5.3.3. TDY Using Multiple Fund Cites from Different DFAS Field Sites (AX)	10
5.3.4. Permissive TDY (C).	10
5.3.5. Non-Appropriated Fund (NAF) Personnel Travel (AX)	11
5.3.6. Traveler’s who require an EFT Advance (AX)	11
5.3.7. Patient Travel (AE).....	11
5.3.8. Escorts and Dependents (AH).....	11
5.3.9. Invitational Travel Orders (ITOs) (E).....	11
5.3.10. Leave and Leisure Travel in Conjunction with TDY (AX).....	12
5.3.11. Funded Emergency Leave (AX)	12
5.3.12. Geographically Separated Units (GSUs) and Tenant Organizations (AX)	13
5.3.13. Office of Special Investigation (OSI) (AX).....	13
5.3.14. Recruiters. (AX).....	13
5.3.15. Cadets (AD)	13
5.3.16. Traditional Reservists (AX).....	13
6. Special Circumstances	13
6.1. Death of Traveler while in a TDY Status	13
6.2. Prisoner Transport.....	13
6.3. Human Remains.....	13
6.4. NATO Orders and Foreign Clearance Guide Requirements	13
6.5. Travel of Reserve Component Members	14
6.6. Support for Government Contractors.....	14
7. Unique Circumstances.....	14
7.1. EFT changes.....	14
7.2. Emergency Contact Information.....	14
7.3. Access to Archive Information	14
7.4. Authorized Trips Home during Extended Business or Training TDY	14
7.5. Cost Charge Procedures.....	15
7.6. More Advantageous to the Government (MAG) Travel.....	15
8. Business Rules	15
8.1. General.....	15
8.2. Low Cost Fares	15
8.3. Foreign Flag Carriers	15
8.4. Air Force Policy on Premium-class Air Accommodations.....	15
8.4.1. Premium-class Air Accommodations	15
8.4.2. First-class Air Accommodations.....	16
8.4.3. Business-class Air Accommodations.....	16
8.4.4. Self-Approval Authority for Business-class	17
8.4.5. MAJCOM Commander Approval of Business-class.....	17
8.4.6. MAJCOMs Commanded by less than a Three-star General.....	17
8.4.7. Business-class Accommodation requests originating within a Direct Reporting Units (DRUs) or Field Operating Agencies (FOAs)	17
8.5. Premium Class Travel Request Using DTS.....	18
8.6. GSA City-Pair Fares and Airline Availability Displays	18

8.7. Ticketing Changes	19
8.8. Ticket Delivery	19
8.9. Commercial Air Itinerary.....	19
8.10. Communications with the CTO	19
8.11. Short Notice Travel Arrangements during Duty Hours.....	20
8.12. After-hours Travel Arrangements.....	20
8.13. Process for Handling Cancellation Fees/Penalties.....	21
8.14. Cancellation and Confirmation Numbers	21
8.15. Travelers Without a Government Charge Card	21
8.16. En route Traveler Assistance	21
8.17. Traveler’s who do not have access to DTS.....	21
8.18. Permanent Change of Station Travel	21
8.19. Contingency, Exercise, Deployment (CED) Orders	22
8.20. Surge in Travel.....	22
8.21. Personnel Traveling as a Group (Group Travel).....	22
8.21.1. Groups of 20 or less	22
8.21.2. Groups of 21 or more	22
8.22. Unused Tickets.....	23
8.23. Patriot Express (AMC) Availability	23
8.23.1. Patriot Express Permanent Change of Station (PCS) Travel	23
8.23.2. Patriot Express Temporary Duty (TDY) Travel	24
8.23.3. Payment of Patriot Express.....	24
8.24. Rail Travel	25
8.25. Bus Travel.....	25
8.26. Government Transportation Request (GTR)	26
8.27. Rental Cars.....	26
8.28. Excess Baggage	26
9. Lodging	27
9.1. Commercial Lodging Availability	27
9.2. Government Lodging Availability.....	27
Attachment A – Certifying Officer Guidance	29
Forward	29
Introduction.....	29
Why this guide was developed for you.....	29
What is a “Certifying Official?”	29
What is “Personal Accountability?”	29
According to the law, what are your responsibilities as a Certifying Official?	30
What should you do in carrying out your responsibilities to avoid liability?	31
By law, what can happen if you are negligent in performing your duties?	32
Conclusion	32
References.....	32
Attachment B – Over/Underpayments and Debt Management	33
Over/Underpayments Identified by Post-Payment Review (PPR)	33
Over/Underpayments Identified by the Traveler/Approving Official	33
Attachment C – GAFS Generated Manual Transactions	35
Posting Manual Transactions.....	35

Establishing Receivables and Offsetting Obligations for Travel Debts	36
Establishing the Receivable - Example.....	36
Establishing the Offsetting Obligation - Example	36
Adjusting Receivables and Offsetting Obligations for Travel Debts	37
Reversing/Reducing Receivables - Example	37
Reversing/Reducing the Offsetting Obligation - Example	38
Adjusting Erroneous Transactions.....	38
Increasing Obligations - Example.....	39
Decreasing Obligations - Example	39
Reversing an Advance - Example.....	40
Processing Returned Payments	40
Example of DFAS Field Office Authorization to Re-disburse Funds	41
Line of Accounting (LOA) Format.....	42
Fund Code 30.....	44
Fund Code 30 (Example With ESP Code).....	44
Fund Code 30 (Example with ESP Code and Funding Document).....	44
Fund Code 30 (Example with Job Order Number (JON)).....	45
Fund Code 2X.....	45
Fund Code 2X (Example with International Balance of Payments (IBOP) Code for Overseas Travel)	45
Fund Code 4F (Example With Case/Country/Line Data).....	45
Fund Code 4A (Example With Program Year).....	46
Fund Code CB (Example with Budget Program Activity Code (BPAC)).....	46
Appendix D – Interim CBA Reconciliation Process	47
Assumptions:.....	47
Process:	47
Attachment E – Procedures for Canceling a Trip	49
1. With Travel Arrangements/Before AO Approval - Adjustment.....	49
2. With Travel Arrangements/After AO Approval – Amendment	50
3. No Travel Arrangements Before AO Approval – Adjustment	52
4. No Travel Arrangement After AO Approval – Amendment	52
Attachment F – Sample Memorandum for ODTA Appointment Letter.....	54
Attachment G – Sample Memorandum for Approving Official (AO)/Certifying Official (CO).....	55
Attachment H – Sample Memorandum for Certifying Official w/Approval Override (Finance Personnel ONLY).....	56
Attachment I – Using the Copy Function in the Web.....	57
Attachment J - MIS Reports Module:	62
Login Instructions:	62
Figure 1. Highlighted MIS Reports Screen.....	62
Figure 2. MIS Reports Main Menu Screen.....	63
Report Request Instructions:.....	63
MIS Administration Instructions	64
Add A User:	64
Modify A User:	64
Delete A User:.....	64

Attachment K. Installation Deployment Roles and Responsibilities.....	65
Comptroller Squadron Commander	65
Lead DTA (LDTA)	65
Finance DTA (FDTA).....	65
Customer Service/Support	65
Accounting Liaison	66
Budget Office.....	66
Organizational DTA (ODTA).....	66
Communications Squadron	67
Commander	67
Local Registration Authority (LRA).....	67
Transportation Squadron.....	67

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Abbreviations and Acronyms

Acronym	
ADSN	Accounting and Disbursing Station Number
AEA	Actual Expense Allowance
AEF	Air Expeditionary Force
AO	Approving Official
ATRAS	Automated Travel Record/Accounting System
CBA	Centrally Billed Account
CED	Contingency, Exercise, Deployment
CO	Certifying Official
CONUS	Continental United States (48 contiguous States)
CTO	Commercial Travel Office
CUI	Common User Interface
DFAS	Defense Finance/Accounting Service
DISA	Defense Information Systems Agency
DSR/PSR	Document Summary Record/Program Summary Record
DTA	Defense Travel Administration
DTOD	Defense Table of Official Distances
DTS	Defense Travel System
EC/EDI	Electronic Commerce/Electronic Data Interchange
EFT	Electronic Funds Transfer
FAST	Federal Automated System for Travel
FDTA	Finance Defense Travel Administration
FO	Field Office
FSO	Financial Services Office
GATES	Global Air Transportation Execution System
GTC	Government Charge Card
IATS	Integrated/Automated Travel System
IBA	Individually Billed Account
JFTR	Joint Federal Travel Regulations (military)
JTR	Joint Travel Regulations (Civilian)
LAN	Local Area Network
LDTA	Lead Defense Travel Administrator
MAFR	Merged Accountability/Fund Report
OCONUS	Outside the Continental United States
ODL	Open Document Listing
ODTA	Organizational Defense Travel Administrator
PCS	Permanent Change of Station
PDA	Per Diem Amazing
PMO-DTS	Program Management Office – Defense Travel System
PMR	Proportional Meal Rate
PNR	Passenger Name Record
POV	Privately Owned Vehicle
RDC	Regional Data Center

TA	Travel Authorization
TDY	Temporary Duty
TMO	Traffic Management Office
TRW	Thompson Ramo Wooldridge

References:

The following are the pertinent references of special significance to the Defense Travel System.

- JOINT FEDERAL TRAVEL (JFTR)/JOINT TRAVEL REGULATIONS (JTR), APPENDIX O
- SAF/FMBOT, DEFENSE TRAVEL SYSTEM AIR FORCE POLICY/PROCEDURE GUIDE, VERSION 1, JUNE 2001.
- PMO-DTS, DEFENSE TRAVEL SYSTEM HELP DESK CONCEPT OF OPERATIONS, VERSION 2.0, JUNE 15, 2000
- PMO-DTS, DEFENSE TRAVEL SYSTEM TRANSPORTATION BUSINESS RULES, VERSION 1.8, 8 JANUARY, 2002
- PMO-DTS, DEFENSE TRAVEL SYSTEM FINANCIAL FIELD PROCEDURES GUIDE, VERSION 9.1, OCTOBER 2001
- TRW, DTS AUTOMATED MANAGEMENT TOOLS
- PUBLIC LAW 104-106, FEBRUARY 1996, CERTIFYING OFFICER LEGISLATION
- PUBLIC LAW 105-264, OCTOBER 1998, TRAVEL AND TRANSPORTATION REFORM ACT
- U.S. CODE, TITLE 31, SECTIONS 3325 AND 3528
- DoD FINANCIAL MANAGEMENT REGULATION, VOLUME 5
- DoD FINANCIAL MANAGEMENT REGULATION, VOLUME 9
- DOD DEFENSE TRANSPORTATION REGULATION, PART I, PASSENGER MOVEMENT

1. Purpose

The purpose of this guide is to provide Air Force policy/procedural guidance to all Air Force personnel, agencies and organizations who use the Defense Travel System (DTS). It also provides guidance on the roles and responsibilities of using the system and ensuring the accuracy of documents as they are processed through DTS. This is a “living document” and will be revised as additional functionality and capabilities of DTS become available.

2. Overview of the Defense Travel System (DTS).

2.1. Background.

DTS is the product of the Department of Defense (DoD) Temporary Duty (TDY) Travel Reengineering Initiative. DTS is designed to meet operational requirements, improve service to the customers and reduce overall cost to the Government. Provisions of Appendix O, as contained in the Joint Federal Travel Regulations (JFTR), Vol I and Joint Travel Regulations (JTR), Vol II apply, as assisted by this guide. DTS uses the Local Area Network (LAN)/Wide Area Network (WAN) to enable a paperless and fully automated travel reservation, authorization and voucher processing system. It allows travelers to request commercial transportation, lodging and rental car arrangements and prepares authorizations and vouchers – all from a desktop computer. Each part of the streamlined travel process, including travel document creation, transfer, approval, computation, accounting, disbursement, and retention is accomplished electronically.

2.2. Use of the Government Travel Charge Card.

DTS virtually eliminates the need for cash advances by maximizing the traveler’s use of the Individually Billed Account (IBA) Government Travel Charge (GTC) card. Travelers are expected to use their GTC card to procure travel expenses for commercial air transportation, lodging, and rental cars.

2.3. Electronic Funds Transfer (EFT) and Split Disbursements.

DTS automatically computes travel entitlements and initiates EFT disbursements to traveler’s bank account, eliminating the expense of processing check payments and improving timeliness of reimbursement to the traveler. The DTS default “split-disburses” certain reimbursements automatically to the traveler’s GTC card account for commercial airline, lodging and rental car expenses. **If the traveler does not use the GTC card to pay for these types of expenses, it’s the traveler’s responsibility to change the default setting within DTS for direct payment to their personal bank account.**

2.4. Transportation (air and rail), Lodging and Rental Car Reservations.

Travelers will normally use the DTS Reservation Module to make arrangements for air/rail transportation, lodging, and rental car reservations to meet mission requirements. The Commercial Travel Office (CTO) will contact Air Mobility Command (AMC) for channel flight availability using Patriot Express (e.g. the AMC (GATES) system) when available for overseas travel. There are certain circumstances where the traveler may have to call the CTO, using the

toll free number to make such reservations. Travel arrangements will normally be charged to the individual billed account (IBA) GTC cards. **Use of the contracted CTO is mandatory.**

3. Roles and Responsibilities

3.1. General.

DTS implementation, operation, and maintenance require actions by individuals and units from a variety of functional areas.

3.2. Program Management Office-Defense Travel System (PMO-DTS)

Manages the implementation of the Defense Travel System and acquires official travel services.

3.3. TRW Inc.

TRW Inc. leads the design, integration and implementation of the common user interface (CUI) for DTS. Conducts Defense Travel Administration (DTA) and Train-The-Trainer (TTT) classes. Provides Tier 3-level Help-Desk support. TRW's technological expertise is balanced by proven program management capabilities, structured development and implementation methodologies, and commercial best practices to ensure the DoD realizes the full value and potential of the Defense Travel System.

3.4. SAF/FMBOT.

Responsible for Air Force oversight of DTS and Air Force automated travel reengineering issues.

3.5. Defense Finance and Accounting Service (DFAS).

Ensures the accounting interface files process correctly and payments are properly disbursed to the traveler's EFT account. Performs Post-Payment Review (PPR) for audit purposes. **When necessary, DFAS PPR personnel will contact travelers for copies of receipts to complete the PPR of a travel claim selected for review.** Failure to provide required receipts (or a statement as to why the receipt is not available) could result in the amount of the claimed expense being collected.

3.6. Comptroller.

Ensures proper implementation of the procedures defined in this instruction. Establishes the Lead Defense Travel Administrator (LDTA) and defines the workload responsibilities of the Finance Defense Travel Administration (FDTA), normally under the Financial Services Officer's span of control. The LDTA is the installation focal point for deployment of DTS at the installation (in most cases, the LDTA will play a central role in the FDTA duties). Ensures required Certifying Officer Legislation (COL) training is completed, appointment letters are signed and maintained, and letter of assurance is sent to the respective DFAS Field Site. Provides Tier 2-level Help-Desk support.

3.7. Finance DTA (FDTA).

Responsible for day-to-day DTS operations at the installation. Interprets entitlements when questions between travelers, Approving Officials (AOs) and Organizational Defense Travel

Administrators (ODTAs) arise. Provides customer support regarding system operation, procedures, entitlements, etc. Sets permission levels for travel technicians and ODTAs. Assists ODTAs with signature profiles, based on commander's designation for routing travel authorizations and vouchers. Coordinates any system issues, including upgrades and system discrepancy reports with higher headquarters.

- Approval Override. Specific individuals within the FSO are given Approval Override authority to ensure mission accomplishment when a traveler's AO is unavailable. The Wing Commander or equivalent must appoint, in writing, individuals with approval override authority.
- Conditional Routing for Overseas Travel. When performing TDY to overseas locations, the transoceanic portion of the trip may be performed via AMC aircraft. Travelers must print a copy of the DTS travel authorizations to present at the AMC Passenger (PAX) terminal. The AMC PAX terminal uses the travel authorization as the source document for ticketing and billing purposes. The AMC Customer Identification Code (CIC) must be included on the travel authorization when preparing the authorization within DTS. Foreign Travel will be set to "route" to the FSO to ensure the CIC is included in the travel authorization. FSO personnel will ensure the CIC is entered in the "other authorizations" field of the travel authorizations. CIC for O&M funds can be constructed using the following example:

Fund Cite - 5723400 302 7876 100500 01 409 667100

CIC – 4 4 278 0105 667176

4 – Denotes Air Force

4 – Denotes O&M Funds

178 – FY and first two digits of OBAN (7876)

0105 – BA Code (01) and third and fourth digit of RC/CC (100500)

667176 – DSSN (6671) and third and fourth digit of OBAN (7876)

- Removing Separatees/Retirees from DTS. Provide the Tier 3 Help Desk with the information necessary to delete an individual who separates/retires from government service. Ensure all documents have completely processed through DTS before requesting the individual is deleted from DTS.
- Government Entity (Ref Para 3.14 below). The local Financial Service Office is the only agency to perform Government Entity duties to electronically sign travel vouchers for travelers. The Wing Commander or equivalent must appoint, in writing, designated Government Entities.
- Provides training as needed.
- Provides Tier 2 Help-Desk support and tracks trouble calls.
- Provides and maintains ODTA contact list for the CTO.
- Produces Military Pay Reports from the CUI (at least weekly). This information includes, but is not limited to, vouchers for TDYs over 30 days, TDYs involving leave,

overseas travel, field conditions, deductible meals, or enlisted travelers Basic Allowance for Subsistence updates.

- Inputs and assigns lines of accounting for all organizations.

3.8. Finance DTA Help Desk.

DTS is not a program with single responsibilities. We expect a wide variety of support throughout the installation and within the Comptroller organization.

- Lead DTA. The installation's DTS functional expert and primary POC for the DTS Help Desk. For continuity purposes this person ideally would be a civilian employee (GS or contractor). Learning the intricacies of DTS requires extensive hands-on experience that cannot be adequately trained in a short period of time to fill this role. The Lead DTA would elevate issues to the Tier 3 Help Desk. Whenever possible, issues elevated to the Tier 3 Help Desk should be done via Email and responses from the Tier 3 Help Desk should be via Email as well. This provides a documented issue and response.
- Customer Service/Support personnel must be trained to handle the day-to-day questions on using the system. They would be the "true" Help Desk...the people travelers and Organizational DTA's call first. If they cannot answer a customers question then they would refer the question/issue to the Lead DTA. They would also support the Lead DTA with the on-going training requirements and any debt management requirements generated by the system or the Post Payment Review (PPR) process. This is no different than what they do now for IATS generated vouchers.
- Accounting Liaison Office (ALO). The ALO will be responsible for loading and maintaining the lines of accounting (LOAs) and clearing any EFT or accounting rejects.
- Budget Office. The Budget Office will be responsible for establishing and maintaining DTS Budgets. Although this responsibility can be delegated to organizational Resource Advisors (RAs), the decision to do so is a local decision. Most Budget Offices work with organizational RAs on a daily basis and can decide which RA's they believe they can delegate this responsibility to and those they should not.

3.9. Organizational Responsibilities

3.9.1. Commanders

Appoint primary and alternate ODTAs by memorandum. Approves signature profiles (document routing) established for the unit by letter or LAN message. Approves changes to the established profiles in the same manner.

3.9.2. Organizational DTAs

The ODTA is the Traveler and Authorizing Official point of contact for routine DTS operations. Upon receipt of the commander's letter, designating an individual as an ODTA, the LDTA provides the newly assigned ODTA with the correct DTS permission levels and any necessary training. ODTAs are given permission levels necessary to allow them to modify traveler information. ODTAs must notify the LDTA to add travelers/users. Once the LDTA adds a traveler/user the ODTA can edit the traveler information as necessary.

3.9.3. Resource Advisor (RA)

Responsible for coordinating with the FDTA to ensure sufficient funds are available in the DTS “checkbook.” Depending on the Commanders preference, RAs may be required to review DTS documents.

3.9.4. Communications Squadron

Through local LAN administrators, the Communications Squadron ensures efficient access to the DTS CUI. Responsible for issuance and revocation of the Public/Private Key Infrastructure (PKI) certificates, necessary for users to access DTS.

3.9.5. Document Preparer - Authorizations

Document Preparers may be the individual traveler or someone designated to prepare travel authorizations for individuals within their organization. Inputs all required information to prepare authorizations and corrects and re-signs documents returned by unit officials or Finance.

3.10. Traveler Responsibilities.

3.10.1. Mandated Use of DTS

Travelers are required to prepare authorizations and vouchers using DTS for those trip types that can be prepared in DTS (to include arrangements only). See para 5 below for exceptions.

Travelers should periodically review and update the information contained in the Traveler Information Table to ensure information is current (paying special attention to the expiration date of their GTC Card).

3.10.2. Supporting Documentation Retention (receipts)

Travelers are responsible for the accuracy of the information they provide on their voucher and electronically sign a statement in DTS, attesting to the voucher’s accuracy. **Travelers must retain supporting documentation (e.g., Transportation, lodging, and receipts for expenses in excess of \$75) for four years.** Provide copies of receipts to DFAS, when requested, for Post-Payment Review (PPR).

3.10.3. Required Information on Travel Authorizations

3.10.3.1. Required PERSTEMPO Codes

Select the appropriate PERSTEMPO code from the list included as part of “Other Authorizations”

PERSTEMPO CODE A (Operation)
PERSTEMPO CODE B (Exercise)
PERSTEMPO CODE C (Unit Trng)
PERSTEMPO CODE D (Mission Support TDY)
PERSTEMPO CODE E (Individual Trng)
PERSTEMPO CODE F (Home Station Trng)
PERSTEMPO CODE G (Duty in Garrison)

PERSTEMPO CODE H (Hosp in area of PDS)
PERSTEMPO CODE I (Disciplinary Event)
PERSTEMPO CODE J (Inactive Duty Trng)
PERSTEMPO CODE K (Muster Duty)
PERSTEMPO CODE L (Funeral Honors Duty)
PERSTEMPO CODE Z (Unknown)

3.10.3.2. Mandatory Travel and Transportation Reform Act (TTRA) Remarks

Select the “**Mandatory TTRA Remarks**” from the list included as part of “Other Authorizations.”

3.10.3.3. Required Customer Identification Code (CIC)

The user selects “**AF CIC Code**” from the “Other Authorizations.” When performing TDY to overseas locations, the transoceanic portion of the trip may be performed via AMC aircraft. Travelers must print a copy of the DTS travel authorizations to present at the AMC Passenger (PAX) terminal. The AMC PAX terminal uses the travel authorization as the source document for ticketing and billing purposes. The AMC Customer Identification Code (CIC) must be included on the travel authorization when preparing the authorization within DTS. Foreign Travel will be set to “route” to the FSO to ensure the CIC is included in the travel authorization. FSO personnel will ensure the CIC is entered in the “other authorizations” field of the travel authorizations

3.11. Authorizing Official (AO).

The AO is responsible for reviewing the requirement for travel, propriety of expenses claimed and certification that sufficient funds are available to pay for expenses claimed. This individual is in the best position to determine whether travel requirements support the unit's mission requirements and budgetary limitations. The AO should be an individual in the unit who has knowledge of the travel requirement (e.g., the executive officer, section commanders, branch chiefs, etc.). Units should delegate travel authorization approval authority to the lowest appropriate level. Refer any questions of appropriateness or reasonableness of expenses claimed to the Finance DTA for evaluation and/or recommended resolution. Attachment A provides guidance on AO responsibilities. Individuals appointed as AOs must be appointed in writing and complete the COL Training. After successfully completing the COL training the individual will print a copy of successful completion, sign the appointment letter, and provide copies to the Finance DTA. **Individuals appointed as Authorizing Officials may also be appointed as a Certifying Official.**

3.12. Certifying Official (CO).

The CO reviews and certifies the itinerary and expenses claimed to ensure travel actually occurred and expenses claimed are authorized and reasonable. Individuals appointed as certifying officers must be appointed in writing and complete the COL training. After successfully completing the COL training, individuals will provide a copy of successful completion, sign the appointment letter, and provide copies to the Finance DTA.

3.13. Self-authorizing Officials - Authorizations Only

(Not available in DTS at this time)

A Self-authorizing official is an individual who is authorized to approve their own travel authorizations (orders) for travel (replaces Blanket Travel Orders). **Self-authorizing officials may NOT approve their own travel vouchers.**

MAJCOM/CS is the approval authority to appoint self-authorizing officials for personnel assigned to MAJCOM special staff agencies and for personnel assigned to units reporting directly to a special staff agency. For other MAJCOM personnel, approval authority is delegated to the appropriate directors (deputies/assistants) and the Command Surgeon for assigned personnel, to include himself/herself and for personnel assigned to direct reporting units.

NOTE: Documentation identifying individuals assigned to these units with duties requiring Self-authorizing Official status must be on file with the orders issuing/approving official and available for reviews and audits.

3.13.1. For Numbered Air Forces. The Numbered Air Force Director of Staff level is the approval authority for personnel assigned to Numbered Air Force special staff agencies and for personnel assigned to units reporting directly to a special staff agency and the appropriate Numbered Air Force directorates.

3.13.2. For field personnel. Approval authority rests with the commanders of wings and above. Commanders may delegate this authority to their directors of staff and vice commanders, but further delegation is not authorized. **Installation commanders may establish local procedures for obtaining Self-authorizing Official status.**

3.14. Government Entity – Vouchers Only

A Government Entity is an individual authorized to “electronically sign” a voucher payment for a traveler. Applies to those situations where the traveler does not have access to DTS, the authorization was prepared in DTS (not including Arrangements Only) and the voucher must also be completed in DTS. The traveler will prepare a hard-copy voucher (DD Form 1351-2) and present to the FSO with substantiating documentation (receipts). The FSO will enter the voucher information into DTS as “T-entered.” The original voucher with traveler’s signature and receipts will be maintained at the FSO for six years and three months.

4. Outside the DTS CUI

The following trip types cannot be processed using the DTS CUI for either arrangements or vouchers. These trip types are not included in the JTR/JFTR, Appendix O provisions. **Travelers will use the locally established base procedures to obtain hard-copy travel orders and prepare the subsequent vouchers, and use the traditional travel services provided by the CTO.**

4.1. Contingency, Exercise, Deployment (CED) Orders.

The Personnel Readiness Unit (PRU) normally prepares CED orders using the existing personnel system, an order number is assigned, funds are certified and orders are published. Finance uses the published order to obligate the funds using the Integrated/Automated Travel System.

4.2. Permanent Duty Travel (to include civilian house-hunting trips).

PCS travel is not covered by JFTR/JTR, Appendix O. Rather than creating a disconnect between the member and their dependent transportation arrangements, PCS travel arrangements will not be made using the DTS CUI until the full PCS capability exists within DTS.

4.3. MEDIVAC Orders.

Individuals traveling on MEDIVAC orders in an “inpatient” status, will not need to use DTS for travel arrangements. Current manual processes will apply. MEDIVAC orders when in an “outpatient” status can be accomplished in DTS.

4.4. Foreign Nation Travelers.

Individuals from a Foreign Nation occasionally travel on Government funds. Until the PMO-DTS develops DoD procedures for “building” a Foreign Traveler SSN in DTS, Foreign Nationals who do not have a SSN will travel using current manual procedures.

5. Arrangements Only

5.1. Arrangements Only Travel Process.

The “arrangements only” travel process is included in DTS to accommodate those travelers who require CTO services, but whose travel claims cannot be processed within DTS, at this time, for various reasons. This means the traveler would use DTS to initiate trip requests, have the CTO make their travel arrangements, and have their AO authorize the travel.

The Document Preparer/Traveler uses DTS to prepare an Authorization and make necessary travel arrangements for the trip using DTS Reservation module. Ensure the proper “Arrangements Only” trip type is used (referenced in Appendix E for Arrangements Only Trip Types).

- (AD) - Cadet/Midshipman
- (AE) - Hospital/Patient
- (AH) - Escort/Attendant
- (AX) - Arrangements Only
- (C) - Permissive TDY
- (E) - Invitational

The CTO electronically receives the authorization, makes travel arrangements and electronically routes the document to the Reviewer/Approver. Once an AO electronically receives the document, they review the itinerary, verify the correct form of payment, review expense “should costs,” and electronically sign the trip request.

Organizations will print the DTS travel authorization (GOV’T + Form) as the source document for the hard copy travel order, rather than preparing a separate DD Form 1610. Reference the organizationally assigned Travel Order number in the remarks section (during the routing process or on the hardcopy/printed document) and send to Finance for certification of fund availability and obligation.

NOTE: If DTS will not be used to produce a “pre-computed voucher”, the Finance DTA will have to “stamp” these documents in DTS as “reconciled” to ensure they do not appear in the DTS reports as an authorization requiring completion of a DTS travel voucher.

Upon receipt of the AO approved trip record, the CTO will issue tickets, and charge the transportation costs to the appropriate form of payment. **Note: if a Centrally Billed Account (CBA) is used as a form of payment, a copy of the manually produced authorization will be provided to the TMO prior to issuing the tickets in accordance with local procedures.**

The CTO will provide all tickets and travel documents to the traveler. Travel is performed in the normal manner with toll free help provided by the CTO for any en route variations. Any variation to costs must be tracked by the traveler with receipts and recorded in the travel voucher.

5.2. Arrangements Only Voucher Payment Processing.

DTS can properly compute certain types of Arrangements Only trips. In those instances, after travel is completed, the traveler may access DTS and complete a “voucher from authorization.” The traveler must print and sign a copy of the completed DTS voucher for submission to the local Finance Office for payment (including a copy of the authorization and all required receipts). The Finance Office will use the DTS voucher (and substantiating documents) for payment as a “pre-computed Voucher.” **If DTS cannot properly compute the voucher, the traveler submits a completed manual travel claim (DD Form 1351-2) to the local Finance Office in accordance with local procedures for computation and disbursement.** This process occurs outside the DTS CUI. **Specific Arrangements Only trip types and those that can be completed within the DTS CUI as a pre-computed voucher” are as follows:**

5.3. Arrangement Only Trip Types.

Types of travel designated as “arrangements only” and the responsibility for preparing the travel authorization/order within DTS include:

5.3.1. Formal Training Orders (AX) – OAC/BAN 64ET

Currently, DTS does not have the capability to ensure all information pertinent to formal training (OAC/OBAN 64ET) can be included in the travel order/authorizations. Travel arrangements will be made using the Arrangements Only process. **The traveler may use DTS to prepare/compute their voucher in lieu of preparing a hard-copy DD Form 1351-2, Travel Voucher/Sub-Voucher. If they do so, they must print and sign the voucher and send to Finance (with copy of travel authorization/order and required receipts) for input into IATS as a pre-computed voucher.**

5.3.2. TDY Funded by Another Service or Defense Agency (AX)

Individuals whose travel is funded by another Service Agency (i.e., Army, Navy, DoD, FMS, etc.). Currently, DTS does not have the capability to process travel vouchers or pass obligation information to other Service Agencies. Use the trip type **AX- Arrangements Only** when travel is funded by another Service/Agency. Contact the Finance Office if necessary. In a case like this the traveler will use the CUI to create an Authorization. **The traveler may use DTS to prepare/compute their voucher in lieu of preparing a hard-copy DD Form 1351-2, Travel**

Voucher/Sub-Voucher. If they do so, they must print and sign the voucher and send to Finance (with copy of travel authorization/order and required receipts) for input into IATS as a pre-computed voucher.

5.3.3. TDY Using Multiple Fund Cites from Different DFAS Field Sites (AX)

Currently, DTS does not have the capability to process travel vouchers or pass obligation information when more than one DFAS Field Site Accounting and Disbursing Station Number (ADSN) is used to fund portions of the travel costs. Use trip type **AX- Arrangements Only** when travel is funded by more than one DFAS Field Site ADSN. Contact the Finance Office if necessary. In a case like this the traveler will use the CUI to create a travel authorization using arrangements only. **The traveler may use DTS to prepare/compute their voucher in lieu of preparing a hard-copy DD Form 1351-2, Travel Voucher/Sub-Voucher. If they do so, they must print and sign the voucher and send to Finance (with copy of travel authorization/order and required receipts) for input into IATS as a pre-computed voucher.**

5.3.3.1. ADSNs that can be used in DTS:

- 503000 - Dayton
- 667100 - Limestone
- 525700 - Omaha
- 662400 - Orlando
- 672300 - San Bernadino
- 660700 - San Antonio

5.3.3.2. ADSNs that cannot currently be used in DTS

- 380100 - Denver
- 843055 - FMS Denver
- 843022 - FMS Denver
- 846800 - FMS Randolph
- 668300 - Ford Island
- 668800 - Yokota
- 678900 - Ramstein
- 677800 - Osan

5.3.4. Permissive TDY (C).

Only applies to Permissive TDYs that require issuance of a travel order. Otherwise, AF Form 988, Leave Request/Authorization, will be used. “Funded” Permissive TDY is also handled as “arrangements only” travel. **The traveler may use DTS to prepare/compute their voucher in lieu of preparing a hard-copy DD Form 1351-2, Travel Voucher/Sub-Voucher. If they do so, they must print and sign the voucher and send to Finance (with copy of travel authorization/order and required receipts) for input into IATS as a pre-computed voucher.**

5.3.5. Non-Appropriated Fund (NAF) Personnel Travel (AX)

Occasionally, Non-Appropriated Fund Personnel travel on official business. If their travel is not performed using appropriated funds, they must be processed in DTS as an arrangements only trip. **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.6. Traveler's who require an EFT Advance (AX)

Recent changes to the GTC policies may require travelers, who are not issued a GTC, to obtain travel advances prior to performing TDY. Until such time as travel advances can be processed in DTS, travelers who require an EFT advance will remain Arrangements Only type travel within DTS. **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.7. Patient Travel (AE)

Only required if commercial transportation, commercial lodging or rental reservations are required. Otherwise, travel orders and vouchers are processed "outside DTS." **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.8. Escorts and Dependents (AH)

Only required if commercial transportation, commercial lodging or rental reservations are required. Otherwise, travel orders and vouchers are processed "outside DTS." **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.9. Invitational Travel Orders (ITOs) (E)

The organization inviting the traveler is responsible for ensuring the necessary traveler's profile information is input into DTS and making the "arrangements." Until such time as the CUI can automatically calculate proper travel entitlements, ITOs will use the "arrangements only" trip type "E-Invitational". If the individual traveling on an ITO is a dependant of a DoD uniformed member or civilian employee, the DTA will enter a profile with the minimum information required. The sponsor's organization will be used in the profile with a rank of "DEP" and the traveler's name and SSAN. If the traveler is not a dependant of a DoD sponsor the sponsoring organization will be entered in the profile and "CIV" will be used for the rank in the profile using the DTAs organization and routing list. **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

- **Pre-employment Travel (E) – Invitational.** Pre-employment travel is authorized as a type of Invitational Travel (Ref JTR, Vol II, Appendix E)
- **Foreign National Travel (E) – Invitational.** Foreign Nationals who travel on official government business, will require the local Finance Office to establish a unique SSN before arrangements can be made using DTS. Since Foreign Nationals cannot be issued a PKI, their travel authorizations and arrangements must be made by the sponsoring unit.

5.3.10. Leave and Leisure Travel in Conjunction with TDY (AX)

Until such time as DoD develops standardized policies for leave taken in conjunction with TDY, travelers who intend to take leave in conjunction with their TDY must process the trip as an Arrangements Only. A travel request is initiated in the CUI. Using the reservation module of the CUI, flights for the official portion of the trip are selected and desired leisure travel arrangements (to include dates and approximate travel times) are added in the reservation module's air segment comment field of the travel request. After being signed, the travel request is forwarded to the CTO.

5.3.10.1. The CTO makes official and leisure arrangements and performs a cost comparison to determine the difference between the combined leisure trip and what the Government would have paid if only official authorized travel was performed. The CTO may communicate directly with the traveler off-line via telephone, fax, Email, etc., to discuss leisure travel reservations and arrange payment methods. GSA city pair fares are not authorized for the leisure portion of travel.

5.3.10.2. The CTO annotates the cost and details of the official authorized travel in the PNR for subsequent update in the CUI and provides a summary of leisure travel information in the comments field. If the total cost of the ticket, to include the leisure portion, is less than the cost of the authorized official travel, the lower total cost will be entered by the CTO in the PNR as the total cost funded by the Government.

5.3.10.3. The CUI routes the official trip record to the AO for authorization of travel and approval of funds for the official travel portion. Any additional expenses resulting from personal arrangements made in conjunction with official travel are the individual traveler's responsibility and are not the responsibility of the Government. (Only official funded travel is obligated through the system).

5.3.10.4. Upon AO approval, the CUI returns the travel authorization to the CTO for ticketing. The CTO will provide a copy of the itinerary with costs and ticket numbers to the traveler. The CTO provides the leisure ticket to the traveler in accordance with normal procedures. **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.11. Funded Emergency Leave (AX)

Funded Emergency leave is processed the same as leave taken in conjunction with TDY. Unfunded Emergency leave is considered leisure travel at the traveler's expense and will not be processed using DTS. Emergency leave policies and entitlements are located at JFTR Chapter 7 or JTR Chapter 6. Inter-theatre emergency leave travel is normally at Government expense. Intratheatre and CONUS travel is normally at personal expense. Because of the complex nature of emergency leave travel entitlements, it is recommended the traveler and the CTO contact the TMO and Finance Office emergency points of contact to ensure out-of-pocket costs to the traveler are legally minimized. **Cannot be processed as a pre-computed voucher as DTS may not compute entitlements correctly. Submit a hard-copy travel voucher (DD Form 1351-2) to the FSO.**

5.3.12. Geographically Separated Units (GSUs) and Tenant Organizations (AX)

Travel of GSUs and Tenant Organizations will be Arrangements Only if their travel is funded by their headquarters (HQ) until such time as the funding HQ implements DTS.

5.3.13. Office of Special Investigation (OSI) (AX)

Travel of OSI personnel will be Arrangements Only until such time as the funding HQ implements DTS.

5.3.14. Recruiters. (AX)

Recruiter travel is Arrangements Only until such time as the funding HQ implements DTS.

5.3.15. Cadets (AD)

Cadet travel is Arrangements only until included in JFTR, Appendix O.

5.3.16. Traditional Reservists (AX)

Will remain Arrangements only until interface with military pay order systems is available.

6. *Special Circumstances*

Certain types of TDY require unique processing procedures until such time as DTS has the capability to allow these trip types to be processed in DTS.

6.1. Death of Traveler while in a TDY Status

If a traveler dies while in a TDY status, the ODTA or FDTA must cancel the travel authorization in DTS. A printed copy of the travel authorization may be used as the hard copy travel order for recording the obligation in IATS/ATRAS. Voucher payments for deceased personnel are paid by a separate section within DFAS and cannot be paid using DTS.

6.2. Prisoner Transport

The prisoner is placed on PCS orders and the escort is placed on routine orders using DTS. This will require close coordination with the TMO and the CTO to ensure transportation arrangements of the respective travelers coincide.

6.3. Human Remains

Payment for transportation of the remains is coordinated with the local Mortuary Affairs Office. Accompanying escorts are on routine TDY orders. Accompanying family members may be on ITOs (arrangements only) or PCS orders depending on the specific circumstances.

6.4. NATO Orders and Foreign Clearance Guide Requirements

The organization preparing the TDY or PCS orders will comply with all provisions of the Foreign Clearance Guide. Any NATO order or other special documentation (e.g. Foreign Clearance Guide requirements), required to support travel, will be prepared outside DTS and attached to a printed copy of the DTS travel authorization.

6.5. Travel of Reserve Component Members

Reserve Component members on long term active duty (e.g., Active Guard and Reserve (AGR) program, Partnership for Fiscal Integrity (PFI)) will travel on orders just like other active duty members. Traditional Reserve Component members (e.g., Troop Program Unit (TPU), Individual Ready Reserve (IRR) and Individual Mobilization Augmentee (IMA)) will travel on arrangements only orders. Multiple trip types are listed in the CUI depending on the traveler's specific circumstance.

6.6. Support for Government Contractors

The CTO is authorized to provide official travel services to Government contractors traveling in support of a valid contract requirement. All travel arrangements will be handled outside DTS as traditional travel services. Contractors are not authorized to use the GSA city pair program nor a Government issued charge card. The cost for all travel arrangements, to include any transaction fees, will be charged to corporate or individual traveler charge cards.

7. Unique Circumstances

7.1. EFT changes

Until the DTS EFT upload tool is available, Customer Service and Civilian Pay will provide a copy of EFT changes to the Finance DTA to update the Traveler's EFT information in DTS. The Finance DTA should periodically publish to the base population of the requirement to inform Finance of any EFT changes made via Employee/Member Self-Service (EM/SS).

7.2. Emergency Contact Information

The Command Post Information will be the only Emergency Contact Information in the Traveler's Profile

7.3. Access to Archive Information

Traveler trip records are immediately available from the CUI for 15 months. Any traveler information needed beyond that time must be obtained from the Archive. Contact SAF/FMBOT (Phone numbers located on SAF Website www.saffm.hq.af.mil) to obtain information from the Archive.

7.4. Authorized Trips Home during Extended Business or Training TDY

AOs may authorize return trips to the PDS or home only when travel funds are available to support the travel expenses. The AO must determine that the periodic return benefits outweigh the travel costs. The length and purpose of the TDY, return travel distance, increased member or employee efficiency and productivity, and reduced recruitment and retention costs are to be considered. *An analysis must be conducted at least every other year.* The travel should be performed outside the traveler's regularly scheduled duty hours or during leave. For civilian employees, scheduling the authorized travel to minimize payment of overtime should be considered. This authority applies only to business or training TDY. (Reference JTR/JFTR, Appendix O)

7.5. Cost Charge Procedures

Cost charge procedures apply when a traveler is returning or is en route to the permanent duty station (PDS) and lacks sufficient funds to pay for authorized transportation to the PDS.

Appropriate local procedures shall require completion of the required documentation for payment of travel arrangements for such travelers at the Government's expense. Upon receiving appropriate documentation, the TMO shall coordinate with the CTO in arranging transportation reservations/tickets. City-pare (YCA) fares shall apply as appropriate.

7.6. More Advantageous to the Government (MAG) Travel

If it's determined that, travel by Privately Owned Vehicle (POV) is more advantageous to the Government (MAG), the traveler must select "Other Authorizations," state "Request Approval to travel MAG," in the "Remarks" section and provide justification. If MAG is determined for mission reasons...then state those reasons. If MAG is determined, based on a cost comparison (to include constructive taxi fares from the terminals), then the traveler should show, in the Remarks sections of Other Authorizations, the Constructive Gov't cost and the cost for traveling by POV. Travelers can obtain Constructive Commercial Air Fare by contacting the CTO via the toll free number. Refer any questions to the local Finance Office.

8. Business Rules

8.1. General

Scheduled air service will be obtained using priorities in order of preference established in the Defense Transportation Regulation (DTR), Part 1, Passenger Movement, DoD 4500.9-R.

8.2. Low Cost Fares

The CTO is required to book the lowest fare available that meets the traveler's mission requirements. Bookings will be in accordance with the Defense Transportation Regulation. If city pair fares are not available, other Government fares (including segmented fares) and fares available to the general public may be utilized. Mission requirements will be determined by the date and time of travel for flights selected by the traveler or by comments in the air reservation segment screen if no flights are selected. The CTO shall look for the lowest available fares near the requested departure or arrival times specified above. (Normally this will be plus or minus four hours. In markets with few flights, the entire normal business day should be searched.) The CTO should contact the traveler if there is a question. Should the CTO find flights at a lower fare than those selected by the traveler, the CTO shall contact the traveler to determine the desired routing. The CTO shall document in the PNR comments field for transfer to the CUI, traveler instructions to use other than the lowest available fare.

8.3. Foreign Flag Carriers

Foreign flag carriers will only be used IAW JTR/JFTR/DTR

8.4. Air Force Policy on Premium-class Air Accommodations

8.4.1. Premium-class Air Accommodations

Premium-class air accommodations may be authorized on an exception basis only as outlined in the JFTR, par. U3125, for military personnel and the JTR, par. C2204, for DoD civilian

employees. Advance planning, to include the use of alternate travel dates or rest stops, is essential to ensure travelers comply with the DoD policy requiring DoD employees, uniformed service members, and their dependents to use coach-class air accommodations.

Premium-class accommodations shall not be used for PCS travel nor on CONUS to CONUS flights, except for those limited conditions outlined in the JFTR or JTR.

Frequent flyer program benefits may be used for premium-class upgrades to business-class and first-class. Air Force personnel when using their frequent flyer miles to upgrade to business- or first-class shall not wear a uniform nor allow rank or grade to be associated with an upgrade.

There are two types of premium-class air accommodations: first-class and premium-class other than first-class. When an airline flight has only two classes of service, the higher class of service regardless of the term used is “first-class.” Hereafter, premium-class other than first-class will be referred to as business-class.

Every effort should be made to obtain approval prior to traveling. However, in cases where extenuating or emergency circumstances make advanced authorization impossible, the traveler must still request “after-the-fact” written authorization at the earliest possible time. In the event an after-the-fact request is disapproved, the traveler shall be liable for the difference in cost between the premium-class and coach-class air accommodations.

8.4.2. First-class Air Accommodations

For Air Force travelers only the Secretary of the Air Force (SecAF) or the Under Secretary of the Air Force (SAF/US) may authorize/approve first-class air accommodations. The only exception is when regularly scheduled flights between the authorized origin and destination (including connection points) provide only first-class accommodations. In these cases, the TMF/CTO must make an appropriate entry on travel-related documents.

The SecAF authorize/approve first-class air accommodations when at least one of the conditions in the JFTR, par. U3125-B3 or JTR, par. C2204 is met.

Requests for first-class air accommodation must be forwarded as soon as the requirement is anticipated, but not less than 20 duty days prior to the desired travel date. Submit requests for first-class travel in accordance with AFI 24-101 paragraph 2.7.3.2.

8.4.3. Business-class Air Accommodations

The SecAF is the authorizing authority for business-class air accommodations unless otherwise delegated. The appropriate authority may authorize business-class air accommodations, provided at least one of the conditions in the JFTR or JTR is met. The only exception is when coach-class accommodations are not available on U.S. flag or DoD-approved foreign flag carriers for overseas travel. In these cases, the TMF/CTO must make an appropriate entry on travel-related documents indicating this fact. Business-class accommodation must be approved on a case-by-case basis and are extended to the principal traveler only.

See AFI 24-101, Chapter 2 for specifics on staffing requirements, routing of requests and documentation disposition for each of the below approval levels.

The JFTR, par. U3125 and JTR, par. C2204 identify under which conditions business-class accommodations may be approved. These examples are not all inclusive nor are they meant to be “automatic exemptions”. The senior traveler or authorizing/approving authority must determine that applying the criteria for business-class air accommodations can withstand public scrutiny.

Air Force criteria identified below for the two conditions identified in the JTR and JFTR, ‘Exceptional Circumstances’ and use of the ‘14-hour rule’ must be met before approval for business-class travel may be approved by the appropriate approval authority.

The ‘Exceptional Circumstances’ condition may be approved when the traveler is on an extremely demanding schedule, the requirement to work enroute to the TDY location, and the need to be prepared to perform official duties and properly represent the Air Force or U.S. Government immediately upon arrival.

Use of the ‘14-hour rule’ condition requires that scheduled flight time (including stopovers) is in excess of 14 hours, and that the traveler be required to perform a full day (8 hours) of work immediately upon arrival at the TDY location. Business-class travel cannot be approved under this rule when rest stops are approved.

8.4.4. Self-Approval Authority for Business-class

Codes two and three Presidential appointees, and three- and four-star generals may self-authorize/approve business-class accommodations when traveling TDY overseas and when at least one of the conditions identified in the JFTR or JTR for business-class travel are met. This authority extends to the principal traveler only and does not constitute blanket approval authority.

8.4.5. MAJCOM Commander Approval of Business-class

MAJCOMs commanded by a three- or four- star general (CV in absence of CC) may authorize/approve business-class air accommodations for individuals under their command when the request meets at least one of the circumstances identified in the JFTR or JTR. If approved the orders approving official must include the rationale for approval in the remarks section of the TDY orders.

8.4.6. MAJCOMs Commanded by less than a Three-star General

Requests for business-class accommodations require authorization/approval by AF/CV.

8.4.7. Business-class Accommodation requests originating within a Direct Reporting Units (DRUs) or Field Operating Agencies (FOAs)

The DRU/FOA CC or Director (second in command in the absence of the primary) must sign the request and submit through the two-letter principal on the Air Staff for endorsement. AF/CV is the approval authority for these requests.

8.5. Premium Class Travel Request Using DTS

First Class Travel. If approved, the traveler will establish a trip request in the CUI and request desired reservations from the reservation module. Since flight availability in the CUI is provided for coach (Y) class only, the traveler may select the desired flight and add a comment in the air segment screen for the CTO to book first class seat and reference the approval authority. The traveler may also request the desired reservation via comment in the reservation module air segment without actually selecting a flight from availability. The traveler's digital signature automatically routes the document to the CTO. The CTO will reserve the first class transportation, but will not issue any first class ticket prior to receiving authorization from the AO. For any ticketing of reservations for first class travel at government expense, the AO must document the approval in the trip record. Reference AFI 24-101, Passenger Travel, for obtaining approval to use "Premium-class" travel accommodations.

Less than First Class Travel (commonly referred to as Business Class). Business Class travel may be authorized when necessary to accomplish the mission. The traveler will establish a trip request in the CUI and request desired reservations from the reservation module. Since flight availability in the CUI is provided for coach (Y) class only, the traveler may select the desired flight and add a comment in the air segment screen for the CTO to book a less than first class seat. The traveler may also request the desired reservation via a comment in the reservation module air segment without actually selecting a flight from availability. The traveler's digital signature automatically routes the document to the CTO. The CTO will reserve the business class transportation, but will not issue any business class ticket prior to receiving authorization from the AO. For any ticketing of reservations for business class travel at government expense, the AO must document the approval in the trip record.

Note: Travelers may use Frequent Flyer Program benefits for up-grade to Business- and First-class accommodations without approval, provided there is no cost to the Government. However, when doing so, travelers may not travel in uniform to avoid the perception of the misuse of Government funds. If the traveler intends to use Frequent Flyer benefits to upgrade, the CTO shall make the coach (Y class) official travel reservations, however, **the traveler must directly contact the carrier to utilize frequent traveler benefits.**

8.6. GSA City-Pair Fares and Airline Availability Displays

Until such time as the CUI software is able to display all "official" GSA city-pair carriers, the CTO will quality control all Person Name Records (PNRs) to ensure compliance with DoD travel policy. If a traveler requests flights on a carrier other than GSA city-pair carrier and the route is served by a GSA city-pair carrier, the CTO shall contact the traveler to determine the reason for non-use of the GSA city-pair carrier. If the traveler was unaware of the GSA city-pair carrier serving the route, the CTO shall advise the traveler of the flight availability and offer to rebook the reservation. If the traveler declines use of the GSA city-pair carrier, the CTO shall book the traveler's requested flights, annotate in the appropriate blocks of the PNR for subsequent transfer to the CUI comments section of the trip record that the GSA city pair carrier was not used and state the reason for non-use. The CTO shall also annotate the cost of travel via the GSA city pair in the appropriate blocks of the PNR for transfer to the comment section of the trip record for subsequent AO cost comparison and approval or disapproval.

If the traveler requests flights on a carrier (other than the GSA city pair carrier) and provides a *valid* non-use reason in the comment field of the trip record, the CTO shall book the traveler's reservation as requested. *Any questions concerning the non-use of a city pair fare should be directed to the local TO/TMO.*

If the traveler desires airline reservations not found in the CUI (e.g., airport unknown, multiple-leg flight, business class travel), the traveler must place a request in the comments section of the air segment portion of the reservation module.

8.7. Ticketing Changes

The CTO will provide to the traveler all pertinent information contained in a traveler's finalized ticket itinerary. At a minimum this information should include the PNR locator number and all flight, car rental and lodging information with costs and ticket numbers. A statement will be included on the notification that travelers will need the information for completion of the travel voucher. If more than two airline tickets are utilized on an itinerary, costs will be broken out by ticket number. Any changes or updates to a PNR, prior to the trip, are required to be passed to the traveler via hard copy, Email, or if short notice, by telephone. These changes must be manually input by the traveler in the appropriate screens (TICKETED TRANSPORTATION, LODGING, or EXPENSES) when filing the travel voucher.

8.8. Ticket Delivery

When a paper ticket is issued, the CTO will contact the traveler by Email, phone, or fax, to determine delivery address. During the duty day, contact the DTS Tier 2 Help Desk for assistance in the event the traveler cannot be contacted. After duty hours, contact the Command Post to contact the after-hours DTS Help Desk. The CTO will monitor the ticket delivery service to determine if delivery has been made and shall direct the delivery service to attempt a second delivery. In the event the traveler does not receive the ticket, they will contact the CTO to issue a prepaid ticket. The CTO shall inform the traveler there may be a prepaid charge and, until the undelivered ticket is returned and credited, an additional charge may be on their IBA. The CTO must obtain approval from the TMO (via direct contact during business hours or the command Post after duty hours) before a prepaid ticket can be charged to a CBA. The individual may request the CTO ship the ticket without the requirement for a receiving signature, but that is done at the traveler's risk if the ticket is lost or stolen.

8.9. Commercial Air Itinerary

The CTO will provide the traveler an initial itinerary and a final itinerary/invoice by Email to the address in the traveler's profile. If the traveler does not have an individual Email account in their profile, the ODTA will provide an Email account in the profile. **The traveler should verify the complete ticket price was populated correctly within the CUI. If not, the traveler will enter the ticket numbers and costs in the appropriate fields of the Ticketed Transportation screen of DTS before approved by the AO or the AO can make the necessary changes.**

8.10. Communications with the CTO

Travelers and travel counselors are expected to communicate about a specific trip directly by Email, phone, or fax. Travel counselors will not respond about a particular traveler's trip to anyone other than TMO personnel, the traveler and those specified individuals listed in the

company profile. The CTO manager via phone, Email or fax and base officials may need to contact each other during business hours concerning a particular trip. The installation will provide the CTO with a list of personnel authorized to approve and query specific travel arrangements (normally the TMO).

8.11. Short Notice Travel Arrangements during Duty Hours.

Mission requirements may dictate the need to deviate from the standard process of using the DTS.

- If time allows, the traveler should prepare their travel authorization and make arrangements using the DTS CUI. The traveler should also contact the CTO, using the toll free number 1-888-823-0204, and request the CTO make reservations immediately rather than wait for the reservations to be returned in the DTS.
- If the traveler must depart before they have time to begin the authorization in the DTS, they should contact the CTO using the toll free number. The CTO will make all of the travelers' arrangements. The organization will then be responsible for completing Confirmatory orders in the DTS as soon as possible (normally NLT the next duty day) and by pass the reservations module.

8.12. After-hours Travel Arrangements

Emergency Travel Service (ETS) will not include use of Air Mobility Command (AMC) reservations or the making of Government lodging reservations. If necessary, travelers will make their own Government lodging reservation using the toll free number for Air Force installation reservations (1-888-AF-LODGE) or the specific installation for other Services.

- **For international travel**, regardless of procurement method, the traveler will contact the TMO IAW locally established procedures. TMO will determine if an Air Mobility Command (AMC) flight is available and will make the reservations when possible. (NOTE: Flights within 24 hours can only be booked directly with the appropriate Passenger Terminal. In most instances, AMC Commercial Gateways are not 24-hour operations). If AMC aircraft/flights are not available, the TMO will contact the CTO and authorize them to make commercial reservations for the traveler. The traveler will be advised to comply with the instructions provided for CBA and IBA below.
- **IBA Instructions** - For domestic commercial reservations with an IBA, the traveler will contact the CTO after-hours toll-free number or wait until the next business day to complete his/her commercial travel arrangements. To expedite the CTO's access to the traveler's record, the traveler must identify the installation they are from and provide the installations psuedo city code. The member's organization will input the traveler's information into DTS as soon as possible (normally NLT the next business day).
- **CBA Instructions** - For travel arrangements being procured by a CBA, contact the TMO standby personnel, IAW local procedures prior to issuing, the tickets. The TMO will verify travel is authorized and will advise the member that a copy of the travel authorization is required by the next duty day. The CTO will notify the traveler of the final arrangements via Email, phone, or fax. The member's organization will input the traveler's information into the DTS as soon as possible and will provide TMO a copy of the travel authorization (normally NLT the next business day).

8.13. Process for Handling Cancellation Fees/Penalties

Occasionally, travelers will have travel plans cancelled or changed at the last minute due to changes in mission requirements. If they do not have sufficient notice, these travelers may be unable to cancel reservations or registrations, and will be charged for unavoidable expenses or penalty fees for these changes. These expenses are reimbursable to the traveler under the JTR/JFTR, but a local voucher must be filed for them.

8.14. Cancellation and Confirmation Numbers

The CTO must pass (via hard copy, Email, or if short notice, by telephone) to the traveler all pertinent cancellation and confirmation numbers to the traveler. If arrangements were made in DTS, the traveler must process an "amendment" to the authorization, SIGN the amendment and place a statement in the comments section of the reservation module, requesting the CTO cancel reservations. This ensures the CTO will cancel reservations in a timely manner. After being returned from the CTO, any Routing Official can cancel the document by "stamping" the document "cancelled."

8.15. Travelers Without a Government Charge Card

Some DoD travelers may not have a Government Travel Charge card (also called an individually billed account (IBA)). In this event, the traveler's air or rail ticket will be charged to a CBA. Since the traveler will not have an IBA to guarantee hotel or rental car reservations, they may need to obtain an EFT advance (from their servicing finance officer) or make payment with personal funds (cash, check, credit card). At the present time, non-ATM advances must be processed outside DTS. The CTO shall provide appropriate payment instructions to the traveler in the appropriate section of the return passenger name record (PNR) comments field for subsequent transfer to the CUI.

Until DTS is able to process debts to the Government, travelers without an IBA will be required to pay any deposits necessary for travel arrangements. Travelers may use personal credit cards. If the traveler requires an EFT cash advance, they must use the arrangements only trip type and file a hard copy travel voucher.

8.16. En route Traveler Assistance

Travelers will make itinerary changes directly with the CTO while en route. Upon return, travelers will reflect any changes when completing their voucher.

8.17. Traveler's who do not have access to DTS

Whenever possible, the traveler's organization/unit will initiate all trip requests for travelers who do not have access to DTS CUI. Travelers must then submit a hard-copy travel voucher (DD Form 1351-2) to their servicing FSO for reimbursement.

8.18. Permanent Change of Station Travel

The CTO will provide reservation services for permanent duty travel (PDT). For PDT, the TMO is responsible for obtaining appropriate travel requirements from the Military Personnel Flight and the traveler and will provide the CTO with the information via fax. The CTO will make travel arrangements in accordance with the TMO guidance and provide the TMO with the

confirmed travel data and the tickets. Any en route travel changes will be handled through normal CTO assistance procedures.

8.19. Contingency, Exercise, Deployment (CED) Orders

CONTINGENCY/AEF RESERVATIONS

8.19.1. The TMO is responsible for obtaining appropriate travel requirements from the Military Personnel Flight and will provide the CTO with the required information in accordance with locally established procedures. The CTO will make travel arrangements in accordance with the TMO guidance and provide the TMO with the confirmed travel data and the tickets.

8.19.2. When processing the AEF flight reservation in GATES, the CTO must:

- Enter the appropriate Deployment Requirement Manning Document (DRMD) Unit Line Number (ULN) and the last three digits of the position number in the ULN Field on the reservation screen (e.g. FBBHJ001). It is imperative that all five characters of the ULN and all three digits are placed in GATES.
- Annotate the ultimate TDY location of each passenger in the Destination City field
- Input the member's DRI in the remarks field
- For ECS passengers deploying on dedicated missions only, enter FSAAM0000000000 in the account code field.

8.20. Surge in Travel

The CTO is responsible for supporting surge travel. Installations will provide as much notice as possible and appropriate points of contact.

8.21. Personnel Traveling as a Group (Group Travel)

The CTO will provide reservation services for group travel. The use of the CBA for payment of airline tickets associated with group travel is highly recommended.

8.21.1. Groups of 20 or less

For groups of 20 or less, the lead traveler will create an initial travel request indicating travel requirements and the total number of travelers in the air segments comments section. The CTO will coordinate travel requirements with the lead traveler. The lead traveler's trip request will then be copied in the CUI referencing the lead traveler's name and the PNR number in the comments section of the air segment screen and forwarded to the CTO for booking. If paper tickets are necessary, they will be forwarded to the office address in the Traveler Information Profile or as stated IAW local procedures.

8.21.2. Groups of 21 or more

For groups of 21 or more, the requesting unit will coordinate group travel requirements with the TMO who will provide the information to the CTO via fax. The CTO will make the travel arrangements and provide the information to the TMO. Tickets will be sent to the address designated in the request or as defined by local procedures. Individual orders and vouchers may be done in the CUI or a traditional group order with individual claims obligated and paid outside of DTS.

8.22. Unused Tickets

Unused tickets must be returned in the manner they were received. If an E-ticket is not used, the traveler must notify the CTO. If tickets are delivered by an overnight mail service, the CTO will provide an account number so tickets can be returned by the same service. The CTO is required to provide the traveler, via fax, a copy of the unused ticket receipt that indicates the value of the unused ticket and the date the ticket was returned.

For tickets purchased via IBA:

- Pre-travel: The traveler notifies the CTO through the CUI amendment process.
- During travel: The traveler notifies the CTO via toll free phone number or through the CUI amendment process. If done by phone, the traveler must adjust the travel costs upon filing the travel claim.
- Post-travel: The traveler notifies the CTO via toll free phone number or through the CUI amendment process.

For tickets purchased via CBA:

- The traveler returns unused tickets to the TMO.
- The TMO will notify the CTO of the unused ticket cost and follow the return procedures outlined above.
- The TMO will prepare a DD Form 730 and provide it to the traveler as a receipt for the unused ticket.

8.23. Patriot Express (AMC) Availability

The Common User Interface (CUI) will provide a flag for traveler and CTO notification of Patriot Express service. The CTO will be responsible to determine Patriot Express availability via access to the Global Air Transportation and Execution System (GATES) or by calling the Air Mobility Command (AMC), Passenger Reservation Center (PRC), at Scott AFB, IL, telephone: 1-800-851-3144.

Until such time as there is an automated interface between DTS and AMC GATES, CTOs will be required to check availability of AMC flights on select international routes. CTOs will follow DoD policy regarding use of these flights and utilize the GATES software to make a booking. A DoD designated destination list has been established detailing the origin and destination of AMC routes, as well as corresponding commercial airports for this purpose.

Using the reservation module of the CUI, the traveler will request commercial scheduled air flights (if available) in the event Patriot Express service is not available. If commercial scheduled flights are not available, the traveler will annotate desired dates/times and origin/destination of travel in the comment field of the air reservation screen. Based on amendments to the travel authorization, the CTO will make changes and cancellations in GATES.

8.23.1. Patriot Express Permanent Change of Station (PCS) Travel

The TMO is responsible for obtaining appropriate travel requirements from the Military Personnel Flight and will provide the CTO with the required information in accordance with locally established procedures. The CTO will make travel arrangements in accordance with the

TMO guidance and provide the TMO with the confirmed travel data and the tickets. For PCS travel, the travel date of the reservation requested by the traveler will include a 10-day window of availability, i.e., travel performance period (TPP). The 10-day window will be used to determine Patriot Express availability for PCS travel. If Patriot Express service does not serve the destination or is outside the window of availability of travel, it may be considered not meeting the traveler's mission and determined to be not available. In that case, the CTO will document the non-availability in the record and obtain commercial scheduled air service in order of preference established in the DTR. Note: For PCS travel involving pets, a 14-day window of availability should be provided by the traveler.

8.23.2. Patriot Express Temporary Duty (TDY) Travel

If travel is to a DoD-designated destination served by Patriot Express, the CTO will request the Patriot Express flight. Once confirmed, the CTO will arrange commercial scheduled air service connecting to the Patriot Express flight aerial port of embarkation (APOE) and if needed, onward commercial scheduled air service to the DoD-designated destination. The CTO will create a pseudo flight segment for the Patriot Express flight(s), which will automatically transfer to the CUI itinerary. Additionally, the CTO will enter the GATES generated unique control number and costs associated with the Patriot Express flight(s) into the passenger name record (PNR) air remarks for subsequent automatic transfer to the comments section of the CUI itinerary. The CTO will also cancel the traveler's original request for commercial scheduled air service. The CTO shall annotate Patriot Express unique guidance provided by GATES (e.g. interline baggage instructions, show times for flights, terminal directions, etc.) in the comments section of the trip request.

For TDY travel, *only* the travel date of the reservation requested by the traveler will be used to determine Patriot Express availability. If Patriot Express service does not serve the destination or match the requested date of travel, it may be considered not meeting the traveler's mission and determined to be not available. In that case, the CTO will document the non-availability in the record and obtain commercial scheduled air service using priorities in order of preference established in the DTR. Further, the CTO shall annotate in the PNR comments field the closest Patriot Express flight availability for AO consideration.

8.23.3. Payment of Patriot Express

If Patriot Express service is available, the CTO will book the Patriot Express flights and arrange commercial scheduled air service connecting to the Patriot Express flight, Aerial Port of Embarkation (APOE) and if needed, onward commercial scheduled air service to the DoD-designated destination. The CTO will create a pseudo flight segment for the Patriot Express flight(s), which will automatically transfer to the CUI itinerary. Additionally, the CTO will enter the GATES generated unique control number and costs associated with the Patriot Express flight(s) into the passenger name record (PNR) air remarks for subsequent automatic transfer to the comments section of the travel authorization in the CUI. The CTO will also cancel the traveler's original request of commercial scheduled air service.

Since costs associated with the Patriot Express service will not be included in the should cost calculation, they will not be obligated through the system. Any commercial scheduled air

segments in the itinerary, i.e., connecting service to the Patriot Express service, will be included in the “should cost” estimate for subsequent obligation.

After the CTO books the flights, the AO digital signature will authorize the CTO to issue any commercial tickets and will obligate all travel costs (excluding Patriot Express).

The traveler/document preparer will print a copy of the trip authorization and provide it to the appropriate parties for entry of the customer identification code, obligation of travel funds, and payment of Patriot Express service. **Sites are required to establish local procedures for printing and distributing orders and obligating funds.**

The traveler will print a copy of the trip record for hand-in at the AMC counter (PAX terminal). At the departure counter, the AMC representative will input the billing address into GATES for subsequent direct billing. (Note: On monthly basis, AMC direct bills the appropriate Service or Agency paying office. The paying office reconciles the manual obligations against the billing invoice and pays AMC).

8.24. Rail Travel

AMTRAK schedules are currently displayed within the reservation module of the CUI. The traveler will select the desired train or put a comment in the rail reservation screen of the reservation module to communicate the train request to the CTO. These comments will be transmitted to the CTO but will not return to the CUI. Therefore for audit purposes, CTOs must copy or restate the traveler’s comments in the return comment field of the PNR for transfer to the CUI. The CTO will make rail reservations, as requested by the traveler/document prepare and include the confirmation and cost of the reservations within the trip request. (Note: The confirmation and cost of rail reservations will be annotated by the CTO within the appropriate blocks of the PNR for subsequent transfer to the CUI in order to be obligated from the trip record upon AO digital signature). The government charge card (either individually billed account or centrally billed account) may be used to purchase rail tickets. For premium rail, also see business rules for Premium and First Class Travel.

8.25. Bus Travel

Bus travel requests may be made through the CUI using the reservation module of the CUI (air segment comment screen). The traveler will annotate specific requirements in the air segment comment screen for CTO booking. NOTE: The traveler must include four required data elements in order to transmit the air segment comments in air segment screen to the PNR-G. (See paragraph 4.6.1.2 of the CUI DOC PREP Guide.) The CTO will create a pseudo segment (for confirmation and cost) in the PNR for subsequent transfer to the CUI in order to be obligated from the trip record upon AO digital signature.

At the request of the Transportation Officer, the CTO will arrange for chartered bus service or individual bus tickets. The DTS CBA will not be used for the purchase of charter or individual bus transportation or tickets.

8.26. Government Transportation Request (GTR)

GTRs will not be selected without TMO's prior approval. The traveler requests travel arrangements with estimated should costs by establishing a trip request (creating an authorization) in the CUI, selecting "GTR" as the form of payment for transportation and "arrangement only" as the trip type. **The traveler must state in the air segment comment screen that a GTR is being used for payment.** Once the document is signed, it will electronically route to the CTO with all the information necessary to make the travel arrangements.

The CTO receives the trip request, makes travel arrangements and electronically routes the document to the Authorizing Official (AO). The AO receives the document, reviews the itinerary and should cost, verifies "GTR" was selected as the correct form of payment, and authorizes the trip request by digitally signing. Follow the basic Arrangements Only process listed above with one exception – the traveler must provide a copy of the completed travel order to the TMO to prepare the GTR. The TMO follows existing Air Force Agency procedures for preparation and distribution of the GTR. Travel is performed in the normal manner with toll free help provided by the CTO for any en route variations.

8.27. Rental Cars

When a traveler requests and has approval for a rental car, the traveler will select the most economical type of vehicle to meet mission needs. For normal travel requirements a compact car is the authorized vehicle size. Justification and approval is required to use a larger vehicle. For example, a larger car, van, etc., could be justified because of the requirement to transport several passengers and their luggage. Once the size of vehicle is determined, the traveler **SHOULD**, select the least expensive vehicle from the list of available companies that have a MTMC negotiated Government rate. The Air Force does not require a traveler to obtain a vehicle from an off-airport location just because it is less expensive (companies that have shuttle service between airport and rental car pick-up/drop-off location are not considered off-airport locations).

Some MAJCOMs, Wings, or Units may have more restrictive policies on the selection of rental vehicles. The authorizing official has the final word on rental car expenditures and should be aware of significant price differences. Daily, weekly, or monthly rates need to be taken into consideration to obtain maximum savings.

8.28. Excess Baggage

The traveler will annotate in the air segment screen's comments section, as a minimum, that excess baggage is authorized, and if known, will provide the weight, number of pieces of excess baggage, and any special requirements. The traveler will also indicate excess baggage in the "other authorizations" screen. The CTO will advise carriers of excess baggage requirements when making reservations and enter in the trip record all applicable information to the traveler, i.e., estimated cost requirements, special check-in requirements, etc.

The traveler will make payment for excess baggage directly to the carrier at the time of check-in. The traveler will claim reimbursement on the travel claim for excess baggage up the amount authorized by the AO on the travel authorization. It is the AOs responsibility to ensure the

reimbursement claimed for excess baggage does not exceed the amount authorized. AOs should request guidance from their local TMO on any questions concerning limitations.

9. Lodging

9.1. Commercial Lodging Availability

If a traveler desires accommodations in a hotel not found in the CUI or if no available rooms at the per diem rate are shown (e.g., rooms are blocked for a conference), the traveler should place a request in the comments section of the hotel portion of the reservation module.

9.2. Government Lodging Availability

For the purposes of making Lodging arrangements through the CTO, government lodging includes on-base billeting, and government negotiated or contracted establishments. The CTO is responsible for making all lodging reservations. In accordance with Appendix O, JFTR/JTR, commercial lodging should be used for business travel to a place other than a US military installation. If travel is to a US installation, government lodging should be utilized unless the AO specifically directs non-use in accordance with the JFTR and the JTR (note: civilian employees may not be directed to stay in government quarters but may be subject to reduced per diem rates). The traveler should provide the CTO commercial lodging preferences in the event government lodging is not available. This may be accomplished by first changing the hotel city from the military location to the nearest city, then either selecting properties from the static database within the CUI, or by putting a request in the comment section of the hotel portion of the reservation module. The CTO will contact the appropriate government lodging facility to determine availability. If available, the CTO will cancel the commercial lodging request and provide confirmation of the government lodging in the hotel segment of the PNR for subsequent transfer to the CUI itinerary. If government lodging is not available, the CTO will confirm the commercial lodging and annotate a statement of non-availability number, if provided, in the outbound hotel comments section of the PNR for subsequent transfer to the CUI itinerary. If the traveler has already obtained AO approval of commercial lodging, a notation should be made in the comment field of the hotel portion of the reservation module, or the traveler should change the military quarters duty condition to “adverse conditions/commercial lodging” on the M&IE detail screen in the CUI at the time lodging is requested. In this manner, the CTO is not required to check government lodging prior to making commercial reservations. Traveler comments are transmitted to the CTO but will not return to the CUI. Therefore for audit purposes, the CTO must copy or restate the traveler’s comments in the return comment field of the PNR for transfer to the CUI.

Note: To ensure proper arrangements are made at military lodging facilities, the CTO must ensure the traveler’s correct grade is utilized when contacting the lodging office. Using the Government provided list of military grades, the CTO must decode this information before contacting the lodging office.

Until such time as the trip purpose data element is sent through the PNR Gateway to the CTO, the CTO will use “Site Visit” as the trip purpose when asked by Government lodging facilities during the booking process. If a traveler annotates a different trip purpose in the comments

section of the reservation request and it is received by the CTO via the PNR Gateway, the CTO will use that trip purpose during the process.

If military lodging availability is not immediately provided by the TDY installation billeting office, the CTO will wait no more than 24 hours for a response from military lodging facility before booking commercial lodging. In the event there is insufficient time prior to ticketing, the CTO will book commercial lodging and note this fact in the return hotel comments field. For audit purposes, the CTO shall record the date and time of initial billeting contact. **The AO has the authority to return the authorization to the CTO to continue attempts to obtain Government Quarters. However, the AO should ensure mission impact is not adversely affected as a result of limited time constraints.**

Attachment A – Certifying Officer Guidance

Forward

This guide is intended for use as a readable desk reference by all newly appointed and veteran certifying officers. Whether certification is via paper or electronic form, the fundamental responsibilities of a certifying officer are unchanged.

Introduction

This guide has been written for those who are authorized to exercise the “Approved” stamp when using the Defense Travel System (DTS). Hopefully, it will serve as a convenient introduction for those who are new certifying officials as well as those who are veteran certifying officials. The emphasis in this guide is on the importance of your responsibilities as a certifying official and how serious the consequences may be in the absence of good judgment and due diligence in the performance of your duties. We recommend you refer to this guide often.

Why this guide was developed for you

As a certifying official for travel payments, you are personally accountable for the correctness of Federal Government payments. Most of you are conscientious about your work, are proud to be involved in the Federal Government, and want to participate in the effective and efficient operation of your organization. You are sensitive to fraud, abuse, waste, and mismanagement in the Federal Government. The following pages will emphasize your responsibilities as a certifying official – responsibilities mandated by law. It’s important for you to be aware of these responsibilities and know how to meet them.

What is a “Certifying Official?”

Since Congress created the Treasury Department in 1789, certain Government employees have been accountable for Federal payments. Specific people have the responsibility to verify payments made by the Federal Government are legal, proper and correct. This verification involves certifying a voucher upon which a disbursement will be made.

For DTS, certifying officials must ensure supporting documents are retained for the required timeframe by the traveler. In addition, under no conditions can a certifying official certify their own claim for reimbursement for travel expenses.

What is “Personal Accountability?”

As a certifying official, you could be held personally accountable – individually responsible - for verifying the Federal Government payments under your jurisdiction are legal, proper and correct. This is your “personal accountability.” If any payment you certified is found to be illegal, improper, or incorrect, you may be held individually responsible for reimbursing the Government for the amount of that payment. Being held responsible to the degree that you are required to reimburse these payments is termed “pecuniary liability.”

Today, sophisticated computers and telecommunications networks can calculate and process documents formerly processed by people. The DTS application will calculate payments based on the electronic evidence (data input), but determining the legality, propriety, and accuracy of the transaction is the responsibility of an individual.

DTS is a well-designed, automated system that can generate a payment and includes evidence to verify the system is designed and operating properly. DTS provides the certifying official with a method of certifying payment vouchers without manually signing the individual payment vouchers. This method, “electronic certification,” will be especially applicable for certification of payment data telecommunicated to the disbursing centers by DTS.

Well-designed automated systems have procedures that require:

- Documents are properly authorized, approved, and examined before they are transcribed into machine-readable form.
- Transcriptions are complete and accurate.
- Specifications identify what the system is required to do are consistent with current legal and policy requirements. (These specifications must also specify adequate controls over inputs, processing, and outputs, and they must provide for processing all aspects of transactions properly.)
- Additions, deletions, or changes to data or computer programs are authorized and controlled.
- Equipment functions properly and operates according to present stipulations.
- Physical access to documents and equipment is adequately restricted.
- Source data received from outside the processing departments and agencies or from other computer systems are processed according to the above criteria.

While you are legally liable, under an automated payment system, the conditions under which you may be relieved are different from those under a manual system. The basic issue in determining your liability is whether it was reasonable for you to rely on the system to continually produce legal and accurate payments. However, other issues, such as evidence of lack of due care on your part, will also be considered by the United States General Accounting Office (GAO) in determining liability.

According to the law, what are your responsibilities as a Certifying Official?

As a certifying official, you are responsible for the accuracy and legality of the payments made from Federal funds you approve. Specifically, 31 USC 3528 states you are:

- Responsible for any errors in certified payments.
- Responsible for ensuring the facts presented in certified documents for payment are complete and accurate.
- Responsible for the illegal, improper, or incorrect payments made by the Federal Government when you offer false, inaccurate, or misleading certifications.
- Responsible for any payments prohibited by law and do not represent legal obligations under the appropriations or funds involved.

However, the law also states you may be relieved of liability on payments you certified if:

- You based your certifications on official records.
- You exercised due diligence in performing your duties.
- You had no personal knowledge of any illegal, improper, or incorrect payments and could not be expected to uncover them in the reasonable performances of your duties.

What should you do in carrying out your responsibilities to avoid liability?

Certifying Officials have a burden of verification in order to avoid liability or to qualify for relief. Therefore, in carrying out your responsibilities you should do the following:

- Properly supervise subordinates by establishing a system of procedures and controls, which minimize opportunities for incorrect or improper payments and insure established procedures are followed.
- Know you have a right to request an advance decision from the Comptroller General when you have doubts about the legality of payments.
- Be alert to the possibility of vouchers being processed a second time.
- Make use of the evidence available, e.g., fund availability certifications, and other documentation that indicates procedural safeguards regarding payment were observed.
- Return vouchers without adequate documentation to the appropriate person for necessary supporting documentation.
- Do not authorize payments unless funds are available to cover the payments.
- Do not allow anyone else to use your personal “electronic signature” certificate.

The liability of a certifying official is prescribed under U.S. Code, Title 31, Money and Finance, Sections 3528 and 3529. In accordance with 31 USC 3528, certifying officials are not required to personally reimburse the Government for payments they have certified if:

- They made certifications based on official records;
- They exercised due diligence and good judgment in performing their duties;
- They had no personal knowledge of any illegal, improper, or incorrect payments and could not be expected to uncover them in the reasonable performance of their assigned duties;
- The obligation was incurred in good faith;
- No law specifically prohibited the payment; and
- The government received value for the payment.

Congress has, in a series of laws, provided for the relief of certifying officials from liability. The GAO makes the final decision. However, action taken by the GAO is usually based on determinations made by the administrators of the agencies involved.

A certifying official may request relief from liability supported by a statement explaining how the evidence shows the absence of negligence on the individual’s part. The following **are not** factors to be considered for relief from liability:

- Following orders of a superior.
- Heavy workload, good work or service record.
- Lack of experience, supervision, or training.
- Financial hardship.

All requests must be routed via the appropriate commander/director to the Defense Finance and Accounting Service headquarters for consideration.

By law, what can happen if you are negligent in performing your duties?

Certifying officials are among the employees involved in the payment process who are personally liable for any illegal, inaccurate or improper payments.

If an outstanding liability remains as a result of a loss for which the certifying official is liable, and there is not a request for relief or relief is requested and denied, the certifying official becomes indebted to the United States for the amount involved. The Agency can initiate collection action against the individual in accordance with the law. If the individual is still employed by the Government, the means of collection is accomplished through a mandatory withholding of pay.

Additionally, the Civil Service Report Act of 1978 states “employees should be separated who cannot or will not improve their performance to meet required standards.” The Act also states employees may be reduced in grade or removed if their job performance is unacceptable.

Conclusion

Certifying officials perform an important role in the execution of voucher payments by the Federal Government. Certifying officials are personally accountable and can be held pecuniarily liable for incorrect, improper, or illegal payments they certify.

The development of automated systems enhances the speed in which we process documents, but does not relieve certifying officials from determining the legality, correctness, or propriety of payments.

References

Public Law 104-106, February 1996, Certifying Officer Legislation
Public Law 105-264, October 1998, Travel and Transportation Reform Act
U.S. Code, Title 31, Sections 3325 and 3528
DoD Financial Management Regulation, Volume 5
DoD Financial Management Regulation, Volume 9
Joint Federal Travel Regulations (Military)/Joint Travel Regulations (Civilian)

Attachment B – Over/Underpayments and Debt Management

Over/Underpayments Identified by Post-Payment Review (PPR)

DFAS will notify the FDTA on any over/underpayments in excess of \$10. The FDTA determines the validity of the debt.

- If a valid underpayment exists, contact the traveler to prepare a supplemental voucher for reimbursement.
- If a valid overpayment exists, the FDTA must establish a debt management case file, establish the receivable and offsetting obligation in GAFS (See Attachment C), and begin Due Process procedures for debt management.
 - The FDTA will process a supplemental “NPD” voucher, to reflect the correct information. This will result in a Negative amount that must be balanced with the appropriate Miscellaneous Debt Expense. Do not process the supplemental voucher until the traveler notifies you of his/her intent (repay, request a waiver, request remission, etc.) AND the status of the debt is resolved. For example:
 - If the traveler intends to repay the debt (either through payroll deduction or cash), immediately process the supplemental NPD voucher
 - If the traveler states they intend to request a waiver/remission, do not process the supplemental NPD voucher until you are notified the request is resolved. If the request is approved, process supplemental NPD voucher, selecting “Debt Waived” expense category with a “cost” equal to the amount waived. Process collection voucher for any amounts not waived.
 - Create the supplemental voucher with the appropriate “debt” expense category
 - Process collection voucher upon repayment
 - Send copy of collection voucher to DFAS Field Site to generate 820 transactions for archive purposes.

Over/Underpayments Identified by the Traveler/Approving Official

Travelers/AOs may identify over/underpayment of paid travel claims. Normally this would only occur when a traveler/AO realizes certain expenses (lodging, transportation, miscellaneous expenses, etc.) were incorrectly claimed on the original voucher. Traveler must prepare a supplemental voucher, claiming expenses correctly. **Note: Traveler/AO must Print Preview the document to**

- If the supplemental voucher results in additional reimbursement, no further action is necessary.
 - If the supplemental voucher results in an indebtedness of \$10 or less, traveler selects the “Debt Under \$10,” claiming as the cost the amount of the debt. No further action is necessary.
 - If the supplemental voucher results in an indebtedness of more than \$10, traveler selects the “Overpayment,” claiming as the cost the amount of the debt. Traveler must notify the FDTA to initiate collection and/or waiver actions.
- FDTA actions

- Upon notification by the traveler (or DTS Email), establish a debt management case file, establish the receivable and offsetting obligation in GAFS (See Attachment C), and begin Due Process procedures for debt management.
- Validate the supplemental voucher with the appropriate “debt” expense category was created by the traveler.
- Process collection voucher upon repayment (if applicable) and send copy of collection voucher to DFAS Field Site to generate 820 transactions for archive purposes.
- If waiver approved, process supplemental NPD voucher, selecting “Debt Waived” expense category with a “cost” equal to the amount waived. Process collection voucher for any un-waived amount.

Attachment C – GAFS Generated Manual Transactions

With the implementation of the Defense Travel System to process authorizations and vouchers, many functions performed by the Financial Services Office (FSO) and the Field Office (FO) are accomplished electronically. When an authorization is approved the accounting transaction(s) to create, adjust, or cancel the obligation(s), are electronically transmitted to the accountable DFAS Field Office. Upon receipt, these transactions are edited and either processed into the accounting system or rejected. The same process is true for payment transactions. The disbursement data is electronically transmitted to the applicable DFAS Field Office and upon receipt transactions are generated for disbursing and accounting to pay the member and record the expenditure of funds.

Although many functions are processed automatically, there are times when manual intervention is required. In addition, when payments are returned to disbursing, the FSO or the Defense Travel Administrator (DTA) must assist in obtaining instructions for re-disbursing the funds. These manual processes, and when they are required, are described below.

Posting Manual Transactions

Transactions received from DTS are processed using General Accounting and Finance Systems processes (GAFS), rather than the current day Automated Travel/Record Accounting System (ATRAS). The “frame” used to post these transactions is “DTS”. These transactions are processed using “post codes” vice type transaction and action codes. To easily identify DTS transaction in the Open Document Listing (ODL) the Document ID is different than transactions processed through ATRAS. The basic structure of a DTS Document ID is -- Trip Record Number (six positions); two spaces; “U” (ticket) or “T” (Per Diem); “D”SSN (nine positions).

Below is a LOUIS extract from the ODL, listing DTS transactions. The documents with a “U”, negative amount (after the amount), and type vendor code 9, are receivables for ticket refunds. If there were any receivables set up for individual travel debts they would have a “T” in the DOC-ID, a negative amount, and a type vendor of 9. Finally, advances will have a “T” in the DOC-ID, a negative amount, and a type vendor of 7. The type vendor code 5 transactions identify the offsetting obligation.

```
PREPARED 2002/01/25 20:16:38          PCN LOUIS II
OPEN DTS TRAVEL DOCUMENTS IN THE BQ DATABASE
DOC-ID          DSRA  PSRA  AMOUNT PC TV EFF-DTE

Q00001 UD444444444 061990 025306 500.00- T 9 2059
Q00001 UD444444444 061992 061922 500.00 T 5 2059
Q00002 UD444444443 061999 025306 400.00- T 9 2059
Q00002 UD444444443 062004 061922 400.00 T 5 2059
Q00015 UD444444454 061916 435408 700.00 T 5 2059
Q00042 UD444444414 061932 251592 300.00 T 5 2059
Z00005 TD444444440 060245 365083 300.00 T 5 2059
Z00037 TD444444445 061604 365082 200.50 T 5 2059
```

PCN LOUIS II

*END-FILE UPDATE/1.0/16.0

Establishing Receivables and Offsetting Obligations for Travel Debts

The current version of DTS does not have the ability to pass debt (Due U.S.) transactions to the accounting systems. As a result, advance and partial payments cannot be made through DTS. If these types of payments are needed, the transactions must be processed outside of DTS in the current travel entitlement system/process (i.e. IATS, RTS, PDA, and FAST). Although these types of payments cannot be made through DTS, debts may still occur in DTS. This can happen when the traveler files a supplemental claim to reduce a previously paid expense that was claimed for the wrong amount, or by notification from the Post Payment Review (PPR) office that a debt was discovered during an audit.

In either instance, when a debt occurs the Lead Defense Travel Administrator (LDTA) is notified by either Email (if the traveler or AO initiates the debt), or by a notification from the DFAS PPR office. If notified from the PPR office, the DTA must initiate the supplemental payment to establish the debt within DTS (reference Attachment G).

Once a debt is established in DTS, a receivable (type vendor 9 address), and an offsetting obligation (type vendor 5 address) must be established in the accounting system. The reason for the offsetting obligations is that when the receivable is established, the status of funds is increased. These funds cannot be increased (made available for use), until the debt is collected. Below are examples for establishing the receivable and the offsetting obligation.

Establishing the Receivable - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [P437546]
F/P ADDRESS ----- [F012081]
POST CODE ----- [UX]
AMOUNT ----- [10000]
TRIP RECORD NBR --- [BX9AAA]
FINALIZE CODE --- - [R]
DOC TYPE/IBP CODE - [T][]
VOUCHER NBR ----- []
BY-OTHERS CODE ---- []
MAFR CODE ----- []
SSN ----- ---- [123456789]
SUB PC ----- []
JOB ORDER NBR ---- []
EFFECTIVE DATE ---- []

XMIT []

Establishing the Offsetting Obligation - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [P438174]
F/P ADDRESS ----- [F012081]
POST CODE ----- [XU]
AMOUNT ----- [10000]
TRIP RECORD NBR --- [BX9AAA]
FINALIZE CODE --- - []
DOC TYPE/IBP CODE - [T][]
VOUCHER NBR ----- []
BY-OTHERS CODE ---- []
MAFR CODE ----- []
SSN ----- ---- [123456789]
SUB PC ----- []
JOB ORDER NBR ---- []
EFFECTIVE DATE ---- []

XMIT []

Adjusting Receivables and Offsetting Obligations for Travel Debts

Upon receipt of the remittance from the traveler, the FSO prepares a collection voucher (DD 1131). This document must clearly identify the collection as a DTS debt. The collection voucher must include, Name, SSN, Trip Record Number, and amount collected. Including the DSR/PSR of the receivable and the offsetting obligation will greatly assist the Field Office in posting the required adjustments correctly. As with all collection vouchers, the document is faxed to the supporting DFAS Field Office, for the posting of MAFR. In addition to manually processing the MAFR, the Field Office will reverse/reduce the receivable and the offsetting obligation. Finally the Field Office will generate an 820-remittance advice for transfer to DTS to record the collection in the DoD travel history archive.

Once a collection is made, the receivable must either be reversed for a complete remittance, or reduced if partial collection is made. In addition, the offsetting obligation must be adjusted for the same amount. If during the FSO review of accounting data, it is determined a receivable and adjusting obligation were not correctly adjusted, action must be taken to do so. No adjustments should be made until after verification that the remittance was received and properly collected. Close coordination between the FSO and the FO will ensure proper posting of transactions and an accurate status of funds. Below are examples of reversing/reducing the receivable and the adjusting obligation.

Reversing/Reducing Receivables - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [D111172]
F/P ADDRESS ----- [P437546]
POST CODE ----- [XU]
AMOUNT ----- [10000]
TRIP RECORD NBR --- []
FINALIZE CODE --- - []
DOC TYPE/IBP CODE - [][]
VOUCHER NBR ----- []
BY-OTHERS CODE ---- []
MAFR CODE ----- []
SSN ----- ---- []
SUB PC ----- []
JOB ORDER NBR ---- []
EFFECTIVE DATE ---- []

XMIT []

Reversing/Reducing the Offsetting Obligation - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [D111180]
F/P ADDRESS ----- [P438174]
POST CODE ----- [UX]
AMOUNT ----- [10000]
TRIP RECORD NBR --- []
FINALIZE CODE --- - []
DOC TYPE/IBP CODE - [][]
VOUCHER NBR ----- []
BY-OTHERS CODE ---- []
MAFR CODE ----- []
SSN ----- ---- []
SUB PC ----- []
JOB ORDER NBR ---- []
EFFECTIVE DATE ---- []

XMIT []

Adjusting Erroneous Transactions

There are occasions where transactions get “stuck” within DTS and/or may not be processed by the FO personnel. When this occurs, obligations can be either over or understated and corrections must be made. Normally, the LDTA will contact the accounting liaison and advise

them an adjustment is needed. Required adjustments can also be discovered through the FSO's review of the open transactions.

When DTS has the capability to accept advances and partial payments, there may be occasions where a final payment transaction becomes "stuck" in DTS. When this occurs and the Tier 3 help desk advises the site DTA to have the traveler file outside the system, the existing advance and obligation must be reversed. This reversal must not occur until it is verified the final settlement accounted for all previous payments. If, upon review of the ODL, the FSO determines an advance exists for a completed trip and there is no evidence the advance was deducted from the final settlement, the advance must be reversed and a debt/offsetting obligation established. Below are examples of obligation adjustments, and advance/partial payment reversals.

Increasing Obligations - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [D111084]
F/P ADDRESS ----- [P012081]
POST CODE ----- [XU]
AMOUNT ----- [10000]
TRIP RECORD NBR --- []
FINALIZE CODE --- - []
DOC TYPE/IBP CODE - [][]
VOUCHER NBR ----- []
BY-OTHERS CODE ---- []
MAFR CODE ----- []
SSN ----- ---- []
SUB PC ----- []
JOB ORDER NBR ---- []
EFFECTIVE DATE ---- []
 XMIT []

Decreasing Obligations - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [D111084]
F/P ADDRESS ----- [P012081]
POST CODE ----- [UX]
AMOUNT ----- [10000]
TRIP RECORD NBR --- []

FINALIZE CODE --- - []
 DOC TYPE/IBP CODE - [][]
 VOUCHER NBR ----- []
 BY-OTHERS CODE ---- []
 MAFR CODE ----- []
 SSN ----- []
 SUB PC ----- []
 JOB ORDER NBR ---- []
 EFFECTIVE DATE ---- []

XMIT []

Reversing an Advance - Example

[DT,] PERSONAL DATA - PRIVACY OF 1974

DEFENSE TRAVEL SYSTEM

P/D ADDRESS ----- [D110803]
 F/P ADDRESS ----- [P171041]
 POST CODE ----- [EU]
 AMOUNT ----- [10000]
 TRIP RECORD NBR --- []
 FINALIZE CODE --- - [F]
 DOC TYPE/IBP CODE - [][]
 VOUCHER NBR ----- [T1999999]
 BY-OTHERS CODE ---- []
 MAFR CODE ----- [A]
 SSN ----- []
 SUB PC ----- []
 JOB ORDER NBR ---- []
 EFFECTIVE DATE ---- []

XMIT []

Processing Returned Payments

Another area where the FSO may need to assist the FO, is when a payment is returned. This can be check payments, EFT payments or payments to the Government charge card account. When a payment is returned to the FO, the DTA is normally the POC for contacting the traveler. As more and more sites implement DTS, the ability to quickly locate the traveler may be difficult. Eventually the DFAS office will have access to DTS to obtain Email addresses for the traveler and the DTA. There is also a long-term plan to automate this process. Until then, the following procedures are to be followed.

When a payment is returned, the DFAS FO will contact the DISA help desk and advise them a payment was returned for a particular traveler. At this time the FO will reestablish the obligation

for the payment due. The DISA help desk will contact the traveler and the DTA via the DTS help desk. The DTA and traveler will be advised a payment was returned and the traveler needs to contact the applicable FO, to provide instructions on where to send the payment. The FO will provide the form and the traveler must complete it, sign and return. Upon receipt a manual voucher will be created and the payment sent in the manner requested. The FO will manually generate an EC/EDI 820-remittance advice to be returned to DTS. When the remittance advice is received an Email is sent to the traveler, notifying them of the new payment. When the FO records the expenditure in the accounting system, the obligation is reversed.

Example of DFAS Field Office Authorization to Re-disburse Funds

DFAS-AOIT/LI

Date: _____

TO:

FAX Number:

Subject: Authorization For Redisbursement of Travel Funds

Our office has received the return of an Electronic Funds Transfer (EFT) deposit for your travel reimbursement.

Travel Authorization Number: _____

Amount: _____

Original Disbursement Voucher Number: _____

Collection Voucher Number: _____

Please complete the following information so we can validate the information and re-disburse the funds to your account. If you have any questions concerning this subject please contact our office at DSN 220-1727 or commercial 207-328-1727.

I authorize my travel payment to be deposited into the financial account below.

Name: (Last, First, MI) _____

Social Security Number: _____

Organization/Station: _____

Telephone Number: _____

Signature: _____ Date: _____

Please mail this form to the address below or FAX to DSN 220-1597 or commercial 207-328-1597.

DFAS-AIOT/Limestone
27 Arkansas Rd.
Limestone, ME 04751-1500

Financial Account Information

Please mark the type of account: CHECKING _____ SAVINGS _____

Attach a voided personal check/deposit ticket **OR** complete the blocks below.

BANK ROUTING NUMBER: _____ (9 Digits)

ACCOUNT NUMBER: _____

FINANCIAL INSTITUTION NAME: _____

Privacy Act Statement

Collection of the information you provided on this form is authorized under 31 cir 208 and/or 210. This information is confidential and is needed to prove entitlement payments. The information will be used to process payments from the Federal Agency to the Financial Institution and/or its agent.

The FO will provide the form and the traveler must complete it, sign and return. Upon receipt a manual voucher will be created and the payment sent in the manner requested. The FO will manually generate an EC/EDI 820-remittance advice to be returned to DTS. When the remittance advice is received an EMAIL will be sent to the traveler notifying them of the new payment. When the FO records the expenditure in the accounting system, the obligation is reversed.

Line of Accounting (LOA) Format

The format of the LOA within DTS does not follow the standard structure that is used on a paper travel authorization. All of the same elements are there, but not necessarily in the same order. Below is a table of structure that an Air Force LOA is entered into DTS. Upon initial deployment and at the beginning of each Fiscal Year, the LOAs can be obtained from our supporting Field Operation site. During the year as new LOAs are generated and/or received from other funding activities, the data can either be manually entered directly into DTS or via the ACCESS program provided by the DTS PMO.

When the LOAs are entered they can be mistyped, or the required carrots in the 10 X 20 format are deleted. When this occurs the transaction will reject from the disbursing and/or accounting system back to DTS. Included in the reject message is a description of the problem area. Prompt action must be taken to correct the deficiency as all future events of the trip (amendments, vouchers, cancellations) are prevented until the correction is made.

The table below is to assist in identifying the problem and making the appropriate corrections. It is important to note that the carrots signify the end of a field and must be present even if data is not included in that field. Following the table are some examples of LOAs in the 10 X 20 format. In addition to various Fund Codes, examples of LOAs with funding documents, ESP codes, and other optional data elements are shown.

Air Force LOA Format																				CCB Baseline 8/1/01																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						

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Fund Code 30

ACCT 1	667100^
ACCT 2	57^^2^3400^^
ACCT 3	30^^
ACCT 4	78^88^231013^01^
ACCT 5	^^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Fund Code 30 (Example With ESP Code)

ACCT 1	667100^
ACCT 2	57^^2^3400^^
ACCT 3	30^^
ACCT 4	78^88^231013^01^
ACCT 5	^^^
ACCT 6	409^^
ACCT 7	667100^1Z^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Fund Code 30 (Example with ESP Code and Funding Document)

ACCT 1	667100^
ACCT 2	57^^2^3400^^
ACCT 3	30^^
ACCT 4	78^88^231013^01^
ACCT 5	^^^
ACCT 6	409^^
ACCT 7	667100^1Z^
ACCT 8	51M20001^^
ACCT 9	^

ACCT 10	^^^
---------	-----

Fund Code 30 (Example with Job Order Number (JON))

ACCT 1	667100^
ACCT 2	97^^2^0130^1883^
ACCT 3	2X^^
ACCT 4	78^88^245824^B8^
ACCT 5	^^^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	12345678^^^

Fund Code 2X

ACCT 1	667100^
ACCT 2	97^^2^0130^1883^
ACCT 3	2X^^
ACCT 4	78^88^245824^B8^
ACCT 5	^^^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Fund Code 2X (Example with International Balance of Payments (IBOP) Code for Overseas Travel)

ACCT 1	667100^
ACCT 2	97^^2^0130^1883^
ACCT 3	2X^^
ACCT 4	78^88^245824^B8^
ACCT 5	^^^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	GMB^
ACCT 10	^^^

Fund Code 4F (Example With Case/Country/Line Data)

ACCT 1	667100^
--------	---------

ACCT 2	97^11^X^8242^0002^
ACCT 3	4F^^
ACCT 4	74^12^^^
ACCT 5	^OBM^JA^001^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Fund Code 4A (Example With Program Year)

ACCT 1	667100^
ACCT 2	97^11^X^8242^AL62^
ACCT 3	4A^2^
ACCT 4	74^12^^^
ACCT 5	^ADM^OO^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Fund Code CB (Example with Budget Program Activity Code (BPAC))

ACCT 1	667100^
ACCT 2	97^^2^0100^6042^
ACCT 3	CB^^
ACCT 4	57^SL^7S0024^^
ACCT 5	76500^^^^
ACCT 6	409^^
ACCT 7	667100^^
ACCT 8	^^
ACCT 9	^
ACCT 10	^^^

Although the above examples are not all encompassing, their purpose is to show how different elements will be required under different conditions. If DIFMS funded travel is being accomplished the JON in line 10 will be 12 positions and the DIFMS Object Class and Contractual Other Code on line 10 will also be required. The Program Element Code on line 8 is not a mandatory entry, but if entered must match what is in the accounting system

Appendix D – Interim CBA Reconciliation Process

Assumptions:

1. IBAs will be the normal form of payment for transportation charges.
2. CBA charges to be used for exception processing only. They must be kept to an absolute minimum for this process to be viable.
3. TMO will obtain a DTS CBA account for appropriated travel. The local services squadron will obtain a DTS CBA for NAF accounting. This account will be used for all transactions generated by personnel using DTS.
4. DTS CBA accounts will be established with a bimonthly billing cycle.
5. Obligation and billing data will be submitted to DFAS simultaneously with the reconciled invoice.
6. Hard copy authorizations and PNR data will be provided as substantiation for all charges on the CBA invoice being reconciled for payment.
7. Signed SF1034 will include date invoice was received for prompt pay purposes.
8. Enter received data into TTOPRS for all CBA invoices within five business days after receipt.
 - Validate that the Billing Total in TTOPRS equals the totals on validated SF 1034 and required reports. If totals on the required reports and the validated SF 1034 match but the Billing Total in TTOPRS does not, the required reports will be used to obtain necessary information to make correction in TTOPRS. If the totals on required reports does not equal the totals on the validated SF 1034 and TTOPRS, the entire bill will be returned to the TMO for correction and resubmission.
 - Pay in accordance with the Prompt Pay Act.
9. DFAS data input into TTOPRS will be completed within five (5) business days of receipt of CBA invoice.

Process:

1. Authorization will be created in DTS to include the obligation for all CBA charges.
2. Upon completion of travel, traveler will request reimbursement for expenses through DTS and change the ticketed transportation amount to zero.
3. FDTA will adjust the budget module to reflect the accurate balance.
4. DTS will archive the travel record in accordance with normal practices.
5. When the CBA invoice is received from the Charge Card Vendor, the TMO will:
 - a) Date stamp the invoice.
 - b) Obtain the hard copy authorizations and PNR data from the CTO.
 - c) Enter necessary data into the TTOPRS Simulated program.
 - d) Reconcile the invoice within five (5) business days.
6. Send Invoice, Substantiation, TTOPRS Simulated Program Disk, SF1034 and required reports to the appropriate DFAS Field Site.
7. DFAS Field Site will:
 - a) Enter received data for all CBA invoices within five business days of receipt.
 - b) Validate Billing Total equals validated SF 1034. Required reports will provide necessary information to make corrections if totals do not equal.
 - c) Pay in accordance with the Prompt Pay Act.

Dan, I would like to see item 8. rewritten as follows:

- a) Enter received data into TTOPRS for all CBA invoices within five business days after receipt.
- b) Validate Billing Total in TTOPRS equals totals on validated SF 1034 and required reports. If totals on the required reports and the validated SF 1034 match but the Billing Total in TTOPRS does not, the required reports will be used to obtain necessary information to make correction in TTOPRS. If totals on required reports does not equal the totals on the validated SF 1034 and TTOPRS, the entire bill will be returned to the TMO for correction and resubmission.
- c) Pay in accordance with the Prompt Pay Act.

I just want to ensure they are aware that we will send back a bill if the reports and SF 1034 totals do not match. We can not change any information on the SF 1034 and the reports are our back up for what is included on the bill.

Attachment E – Procedures for Canceling a Trip

1. With Travel Arrangements/Before AO Approval - Adjustment

Original trip request. In the DOC PREP module, the traveler created an authorization **with reservations**. The traveler signed the document and received verification signing was complete. The document is stamped CTO SUBMIT and routes to the CTO. The CTO makes reservations and performs quality control checks. The CTO places the PNR in the out-bound queue. At this point the document is stamped CTO BOOKED.

Scenario: Traveler is no longer taking the trip, the travel arrangements need to be cancelled, and the document has not been approved by the AO.

Create Adjustment to cancel travel arrangements. In DOC PREP module, create an adjustment with comments to the travel agent to cancel all reservations. Note: either the traveler or the AO can perform this step. Who ever prepares the document must use the SIGNED stamp on the adjustment - this initiates routing to the CTO for canceling reservations.

- Select the reservation module.
- Select one of the reservation segments (air or hotel or rental car).
- Type a comment, to the CTO in the reservation comments field. Indicate all of the reservations to be cancelled. Note: the CTO will only see the traveler comments if entered in the reservation segments window. Comments entered in the main comment's window of the itinerary screen do not go to the CTO.
- The traveler or the AO uses the SIGNED stamp on the document.
- The CTO cancels all hotel and rental car reservations as indicated by the traveler including confirmation numbers, if any (air travel doesn't have a confirmation number).
- CTO places the PNR in the out-bound queue. The document is stamped CTO booked again. The CTO comments will be displayed in the main comment's window of the itinerary screen.
- The document then routes to the AO.

Applying the CANCELLED stamp. In the ROUTE & REVIEW module, a routing official applies the cancelled stamp. (Note: if the routing list has multiple layers such as reviewer, certifier, and AO any of these individuals can apply the cancelled stamp as long as they have the correct permission level 0,1,2). In ROUTE & REVIEW, the routing official should ensure the arrangements are all cancelled prior to stamping the documents:

- The AO should ensure the "preview before signed" is checked (optional.) To set up this process, select SETUP from the "main menu" line, and then click on "preview before signed." A check mark is displayed.
- The AO selects the document and the AO selects the signing icon.
- The print preview will display the document.
- The AO views the document to confirm the reservations have been cancelled.
 - On the first page of the print preview, the cost should be zero for the cancelled expenses.
 - On the last page, the reservation page confirmation numbers and zero cost will be displayed for those reservations cancelled.

- The AO stamps the document CANCELLED.
- The document displays as a blank PNR on the CTO's cancellation queue.
- The CTO takes no action and doesn't queue the PNR back to DTS.

2. With Travel Arrangements/After AO Approval – Amendment

Original trip request. The traveler completed the original request, the CTO has made reservations, and the routing was completed by the AO stamping the document APPROVED. The CTO is waiting to ticket the air travel. This normally occurs three business days prior to departure.

Scenario: Prior to ticketing, the trip needs to be cancelled.

Create an Amendment to cancel travel arrangements. In DOC PREP module, either the traveler or AO creates an amendment to communicate the cancellation to the CTO. However, if the AO creates the amendment, they must select the SIGNED stamp not any other stamp.

- Select File, New, Amendment.
- Select the approved document to be cancelled.
- Select the reservation module.
- Select one of the air reservation segments (or hotel or rental car)
- Type a comment, to the CTO in the reservation comments field. Indicate part or all of the reservations to be cancelled to the CTO.
- The traveler or AO will select the SIGNED stamp and sign the amendment. User receives verification signing is complete. In client server and telnet the CUI states, "PNR Processed Successfully." Web displays "signing processing has been completed successfully." The amendment will route to the CTO. At this point the amendment is stamped CTO SUBMIT.
- The CTO will review the PNR and cancel the segments as requested by the traveler or AO. The CTO will include cancellation numbers if any and the CTO's comments will be displayed in the main comment's window of the itinerary screen.
- CTO places the PNR in the outbound queue. At this point the amendment is stamped CTO BOOKED.
- The amendment then routes to the AO for cancellation.

Applying the CANCELLED stamp. In the ROUTE & REVIEW module, a routing official applies the cancelled stamp. (Note: if the routing list has multiple layers such as reviewer, certifier, and AO any of these individuals can apply the cancelled stamp as long as they have the correct permission level 0,1,2). In ROUTE & REVIEW, the routing official should ensure the arrangements are all cancelled prior to stamping the documents:

- The AO should ensure the "preview before signed" is checked (optional). To set up this process, select SETUP from the "main menu" line. Then click on "preview before signed." A check mark is displayed.
- The AO selects the amendment and the AO selects the signing icon to preview the document
- The AO views the document to confirm the reservations have been cancelled.

- On the first page of the print preview, the cost should be zero for the cancelled expenses.
- On the last page, the reservation page confirmation numbers and zero cost will be displayed for those reservations cancelled.
- The AO stamps the amendment CANCELLED.
- The document displays as a blank PNR on the CTO's cancellation queue.
- The CTO takes no action and doesn't queue the PNR back to DTS.
- The document continues to route accordingly to the Archive. Note: Previously approved travel authorizations that are cancelled go to the Archive.

Scenario: After ticketing, the trip needs to be cancelled and a refund requested.

Create Amendment to cancel travel arrangements. In DOC PREP module, either the traveler or AO creates an amendment to communicate the cancellation to the CTO. However, if the AO creates the amendment, they must select the SIGNED stamp not any other stamp. Note: If it is close to the scheduled departure date, the traveler should immediately contact the CTO to inform them an amendment is being processed. The reservations will need to be cancelled prior to arrival to prevent the traveler from getting charged for one night hotel. Note: Requesting a refund is a separate action - see below.

- Select FILE>NEW>AMENDMENT
- Select the approved document to be cancelled.
- Select the reservation module.
- Select one of the air reservation segments (or hotel or rental car)
- Type a comment, to the CTO in the reservation comments field. Indicate part or all of the reservations to be cancelled to the CTO.
- The traveler or AO will select the SIGNED stamp and sign the amendment. User receives verification signing is complete. In client server and telnet the CUI states, "PNR Processed Successfully." Web displays "signing processing has been completed successfully." The amendment will route to the CTO. At this point the amendment is stamped CTO Submit.
- The CTO will review the PNR and cancel the segments as requested by the traveler or AO. The CTO will include cancellation numbers if any and the CTO's comments will be displayed in the main comment's window of the itinerary screen.
- CTO places the PNR in the outbound queue. At this point the amendment is stamped CTO Booked.
- The amendment then routes to the AO for cancellation.

Applying the CANCELLED stamp. In the ROUTE & REVIEW module, a routing official applies the cancelled stamp. (Note: if the routing list has multiple layers such as reviewer, certifier, and AO any of these individuals can apply the cancelled stamp as long as they have the correct permission level 0,1,2). In ROUTE & REVIEW, the routing official should ensure the arrangements are all cancelled prior to stamping the documents:

- The AO should ensure the "preview before signed" is checked (optional.) To set up this process, select SETUP from the "main menu" line. Then click on "preview before signed." A check mark is displayed.

- The AO selects the amendment then selects the signing icon. The print preview will display the document.
- The AO views the document to confirm the reservations have been cancelled.
 - On the first page of the print preview, the cost should be zero for the cancelled expenses.
 - On the last page, the reservation page confirmation numbers and zero cost will be displayed for those reservations cancelled.
- The AO stamps the amendment CANCELLED.
- The document displays as a blank PNR on the CTO's cancellation queue.
- The CTO takes no action and doesn't queue the PNR back to DTS.
- The document continues to route accordingly to the Archive. Note: Previously approved travel authorizations that are cancelled go to the Archive.

Traveler Requests Refund for Charged Ticket. Since the trip was ticketed, there is a charge on either an IBA or CBA account. The CTO will automatically process a refund/credit for a CBA ticket. The traveler must initiate action, based on the type of ticket issued, to obtain a refund/credit.

- Paper ticket - return to the CTO according to local procedures (mailed, FedEx, return in person).
- E-ticket – contact the CTO and request a refund.

3. No Travel Arrangements Before AO Approval – Adjustment

Original trip request. The traveler completed the original request, there are no entries in the Reservation Module, and the routing has not been completed by the AO stamping the document APPROVED.

Create Adjustment to cancel travel arrangements. In DOC PREP module, create an adjustment. Note: either the traveler or the AO can perform this step. Both the AO and traveler must use the SIGNED stamp on the adjustment - this initiates the routing to the AO to apply the CANCELLED stamp.

Applying the CANCELLED stamp. In the ROUTE & REVIEW module, a routing official applies the cancelled stamp. (Note: if the routing list has multiple layers such as reviewer, certifier, and AO any of these individuals can apply the cancelled stamp as long as they have the correct permission level 0,1,2

- The AO selects the amendment, then the signing icon.
- The AO stamps the amendment CANCELLED.

4. No Travel Arrangement After AO Approval – Amendment

Original trip request. The traveler completed the original request, there are no entries in the Reservation Module, and the routing has been complete by the AO stamping the document APPROVED.

Create Amendment to cancel travel arrangements. In DOC PREP module, either the traveler or AO creates an amendment. If the AO creates the amendment, they must select the SIGNED

stamp not any other stamp. Since there were no reservations made, you do not need to access the Reservation Module

- Select FILE>NEW>AMENDMENT
- Select the approved document to be cancelled.
- The traveler or AO will select the SIGNED_stamp and signs the amendment.
- The amendment then routes to the AO for cancellation.

Applying the CANCELLED stamp. In DOC PREP, the AO or routing official applies the cancelled stamp. Note: the AO or other routing official with Perm Level 2 will accomplish this procedure in the DOC PREP Module not in the ROUTE & REVIEW Module.

- In DOC PREP, AO selects FILE>OPEN>, selects the traveler, then the document.
- The AO selects the signing icon.
- The AO stamps the document CANCELLED.
- The document continues to route accordingly to the Archive. Note: Previously approved travel authorizations that are cancelled go to the Archive.

Attachment F – Sample Memorandum for ODTA Appointment Letter

(USE APPROPRIATE LETTERHEAD)

MEMORANDUM FOR (Insert Organizational DTAs Name)

SUBJECT: Appointment of Defense Travel System (DTS) Access

1. Your position requires access to the Defense Travel System with permission levels that include the functions of a travel program approving official and certifying officer. This memorandum is formal notification your Defense Travel System access level requires you understand the responsibilities and pecuniary liability of a travel program approving official and certifying officer.
2. As a Non-Government Entity, you are not authorized to commit, obligate or disburse funds on behalf of the government under any circumstances. Therefore, despite having been assigned the adequate permission level, you shall not review, approve, certify, delete or cancel any documents on behalf of any government official in the Defense Travel System.
3. Chapter 33, Volume 5, of the DoD Financial Management Regulation provides a description of the responsibilities, accountabilities and duties of certifying officer. You should become thoroughly familiar with this information. In addition, you must acknowledge you have read and understand your responsibilities and authorized duties by endorsement to this memorandum.

Squadron Commander

1st Endorsement

1. By signature heron, I acknowledge my appointment as a Defense Travel system user with permission levels that include the functions of a travel program approving official and certifying officer. I understand that I must never exercise these functions at any location where I will serve as a Defense Travel System support user.
2. I have read and understand my responsibilities, accountabilities and duties as described in Chapter 33, Volume 5, in the DoD Financial Management Regulation. I further understand this appointment will remain in effect until revoked in writing by you or your successor, or until I am transferred, separated for any reason, or retire from service.

Name of ODTA
Duty Title

Attachment G – Sample Memorandum for Approving Official (AO)/Certifying Official (CO)

(USE APPROPRIATE LETTERHEAD)

MEMORANDUM FOR (Insert Approving/Certifying Official's Name)

SUBJECT: Appointment as Travel Program Certifying Official

You presently occupy a position wherein your duties include the functions of a travel program certifying official for travel program vouchers. This memorandum is formal notification that you hereby are appointed as a travel program certifying official to (Note: Insert location and address of disbursing officer(s) to whom certification is made).

As a travel program certifying official, you will be responsible for certifying payment vouchers and documents for the Government travel program. You must become thoroughly familiar with your responsibilities and accountability. By signature below, you acknowledge this appointment and affirm that you have read and understand your responsibilities and accountability as described in Title 31, United States Code, sections 3325 and 3528, DoD Directive 7000.15, and Volume 5, Chapter 33 of the DoD Financial Management Regulation. In addition, you must complete DD Form 577 (Signature Card) for each disbursing office identified above. After completion, a signed copy of this appointment and the completed DD Form 577 must be returned to me for approval. For all documents that you certify under this appointment, your signature must be in the form indicated by you in block 5 of the DD Form 577.

Commander's Signature

ACKNOWLEDGMENT

By signature hereon, I acknowledge my appointment as a certifying official. I have read and understand my responsibilities and accountability. I understand my right to request relief of liability for any payment I certify that is determined to be illegal, improper, or incorrect. I further understand that this appointment will remain in effect until revoked in writing by you or your successor.

Attached for your approval is the completed DD Form(s) 577 (Signature Card).

(Certifying Official's Signature)

***Attachment H – Sample Memorandum for Certifying Official
w/Approval Override (Finance Personnel ONLY)***

(USE APPROPRIATE LETTERHEAD)

MEMORANDUM FOR (Insert Certifying Official's Name)

SUBJECT: Appointment as Travel Program Certifying Official with Approval Override Authority

You presently occupy a position wherein your duties include the functions of a Defense Travel System (DTS) certifying official with Approval Override authority for DTS travel documents. This memorandum is formal notification you are hereby appointed as a DTS certifying official with Approval Override authority to (Note: insert location and address of disbursing officer(s) to whom certification is made).

As a DTS certifying official, you will be responsible for certifying payment vouchers and documents for the Government travel program. You must become thoroughly familiar with your responsibilities and accountability. By signature below, you acknowledge this appointment and affirm you have read and understand your responsibilities and accountability as described in Title 31, United States Code, sections 3325 and 3528, DoD Directive 7000.15, and Volume 5, Chapter 33 of the DoD Financial Management Regulation. In addition, you must complete DD Form 577 (Signature Card) for each disbursing office identified above. After completion, a signed copy of this appointment and the completed DD Form 577 must be returned to me for approval. For all documents you certify under this appointment, your signature must be in the form indicated by you in block 5 of the DD Form 577.

Commander's Signature

ACKNOWLEDGMENT

By signature hereon, I acknowledge my appointment as a certifying official with Approval Override authority. I have read and understand my responsibilities and accountability. I understand my right to request relief of liability for any payment I certify that is determined to be illegal, improper, or incorrect. I further understand that this appointment will remain in effect until revoked in writing by you or your successor.

Attached for your approval is the completed DD Form(s) 577 (Signature Card).

(Certifying Official's Signature)

Attachment I – Using the Copy Function in the Web

Authorizations can be copied for another individual using the Web COPY function. To use the Copy functions, the individual must have sufficient Group access (normally your ODTA). And, the following conditions must exist;

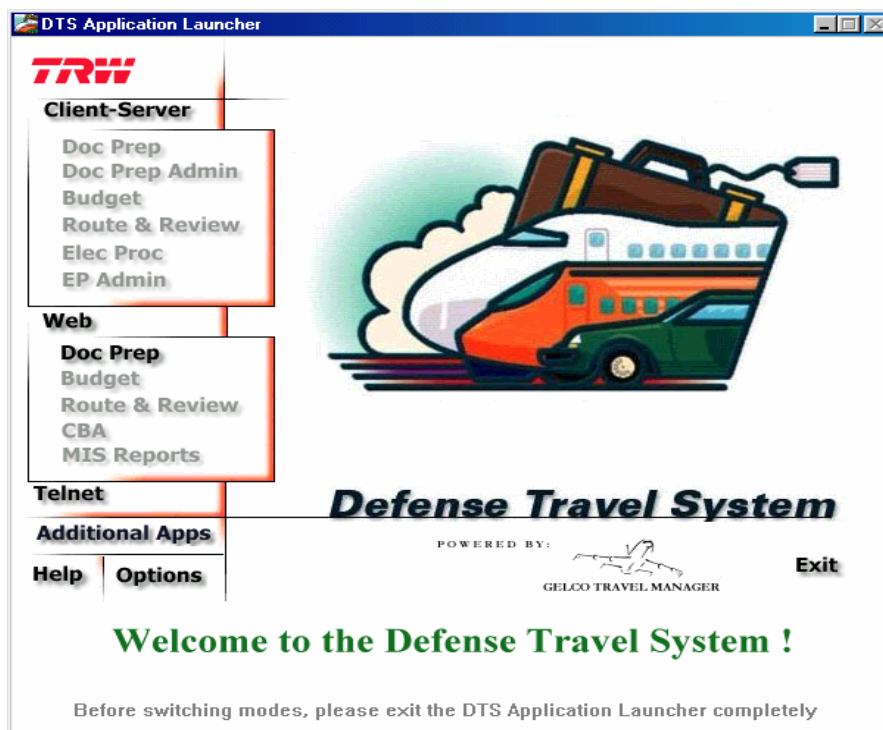
- The original document must be created AND copied BEFORE it is signed (the original document should not be SIGNED then COPIED...once a document is SIGNED, it will begin to ROUTE), and;
- The original document **must not have Reservations attached to it**. Do not go into the Reservation Module, Book a reservation and then try to copy the document. Documents with reservations have a unique PNR locator number and documents can't share the same PNR locator number.

Scenario:

Traveler: Lucy VanPelt Original document– has group access to see other travelers

Traveler: Sally Brown – Copied document


Select DOC PREP.



Once in the Web application window

- To create a New Document, that will be copied later, select the NEW ICON



- If the document to be copied is already created...select the COPY ICON  on the left side of the screen

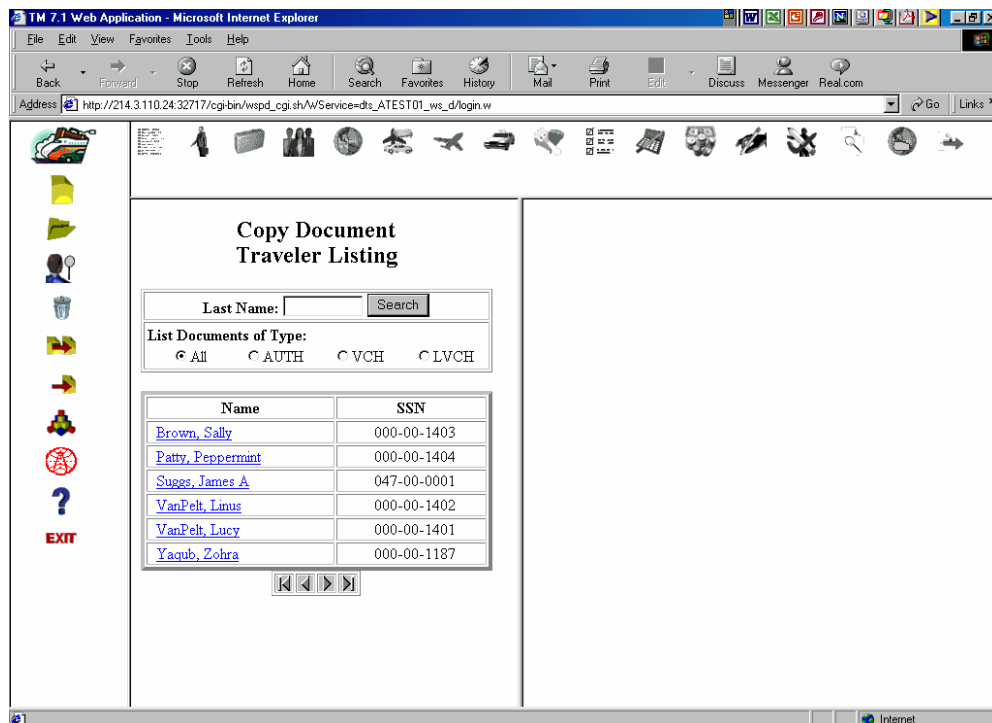
Open the document if need be and show information.

- Traveler – Lucy Van Pelt
- Document Name – Copy
- Trip dates –10/10 –10/15
- Location – Dallas
- Ticketed trans – UA 150.00
- Expenses – commercial auto (rental car) 100.00

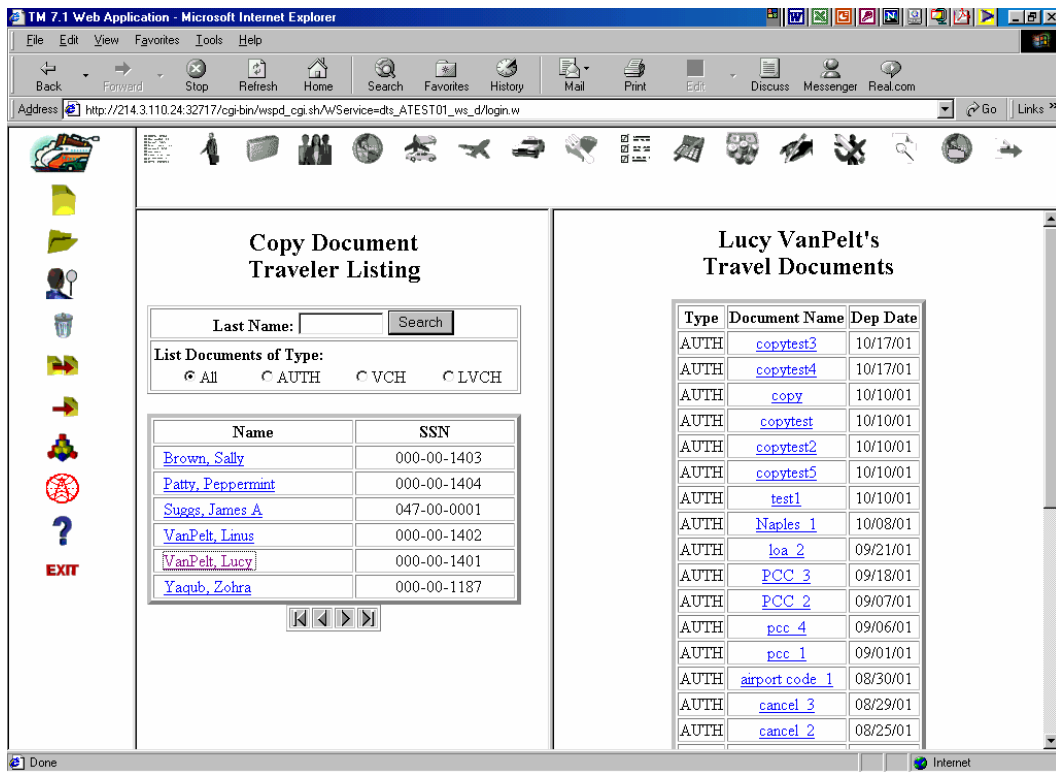
Original document is saved only.

Copy procedures are as follows:

- From web application window, select the copy icon.
- A listing of travelers will appear.



- Select the traveler whose document is to be copied – for demo purpose is Lucy Vanpelt.
- A list of Lucy's travel document will appear.



- Select the document to be copied. For example purposes the original document is called “copy.”
- The COPY DOCUMENT box appears.

Copy Document

VanPelt, Lucy

SSN:

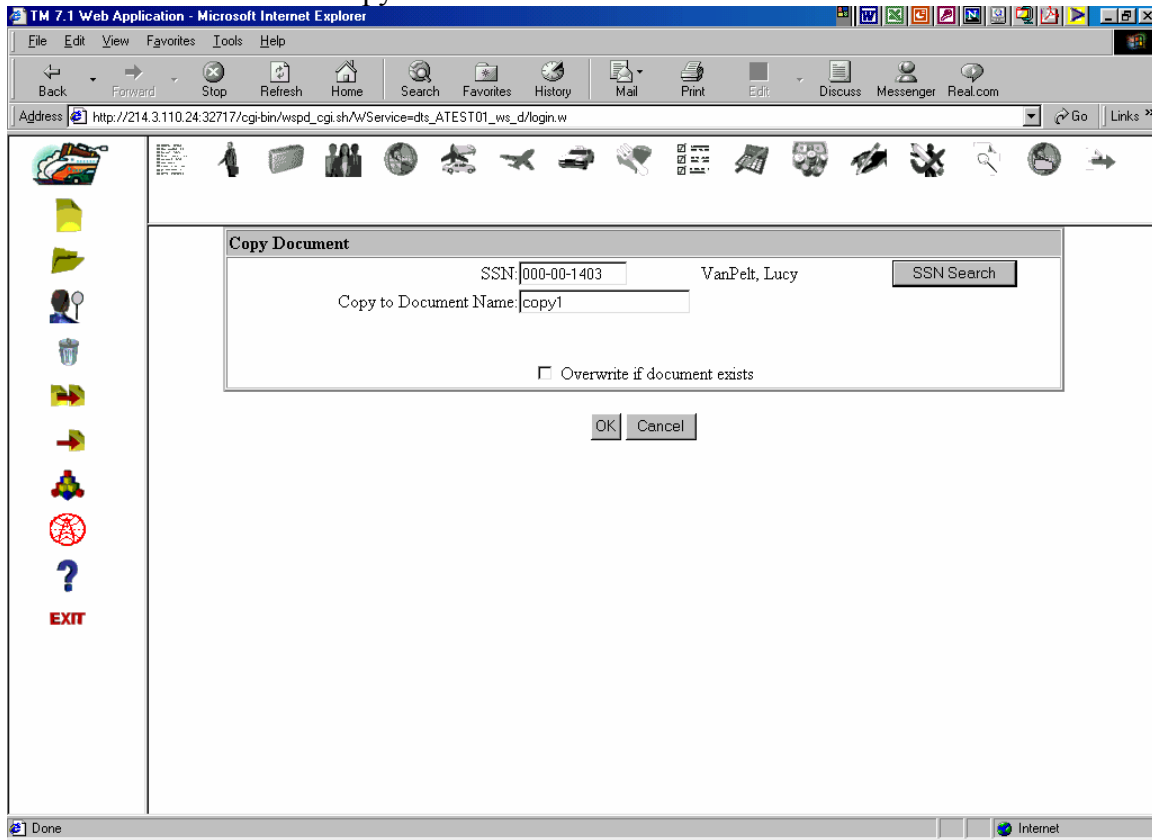
Overwrite if document exists

Copy to Document Name:

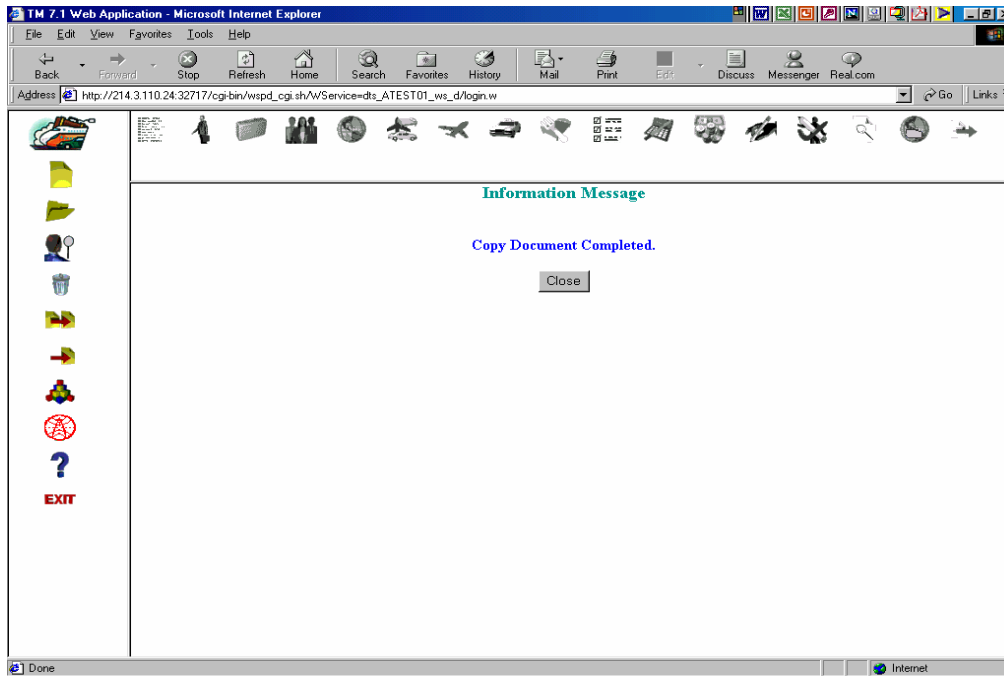
OK

Cancel

- To copy the document to another traveler click in the SSN field and enter the SSN of the person you want to copy the document to. For example purposes 000-00-1403 - Sally Brown.
- Enter a name for the copied document (or you can use the same name). In the example the new name is “copy1.”



- Select the ok button.
- Once the copy function is completed, a message will appear “Copy Document Completed”



- Select the close button to exit window.
- The user is returned to the OPEN DOCUMENT application window with a listing of viewable travelers.
- Select the traveler Sally Brown to view a listing of the traveler's documents. The copied document should appear in the listing "copy1."
- The copied document has all the original information. If you need to change any of the information (lodging cost, fund cite, etc.) the traveler, Sally Brown, would open the document, make the changes, then sign the copied document. The document would route to Sally's AO for approval.

Attachment J - MIS Reports Module:

Login Instructions:

- Click the DTS icon on the desktop to bring up the DTS application.
- Click the Web mode in the application launcher.
- Enter the file name of your digital certificate and password. MIS Report option will be highlighted. See Figure 1.



Figure 1. Highlighted MIS Reports Screen

- Click MIS Reports option and MIS main menu will be displayed. The menu will display your name and any "queued" reports and completed reports. See figure 2.

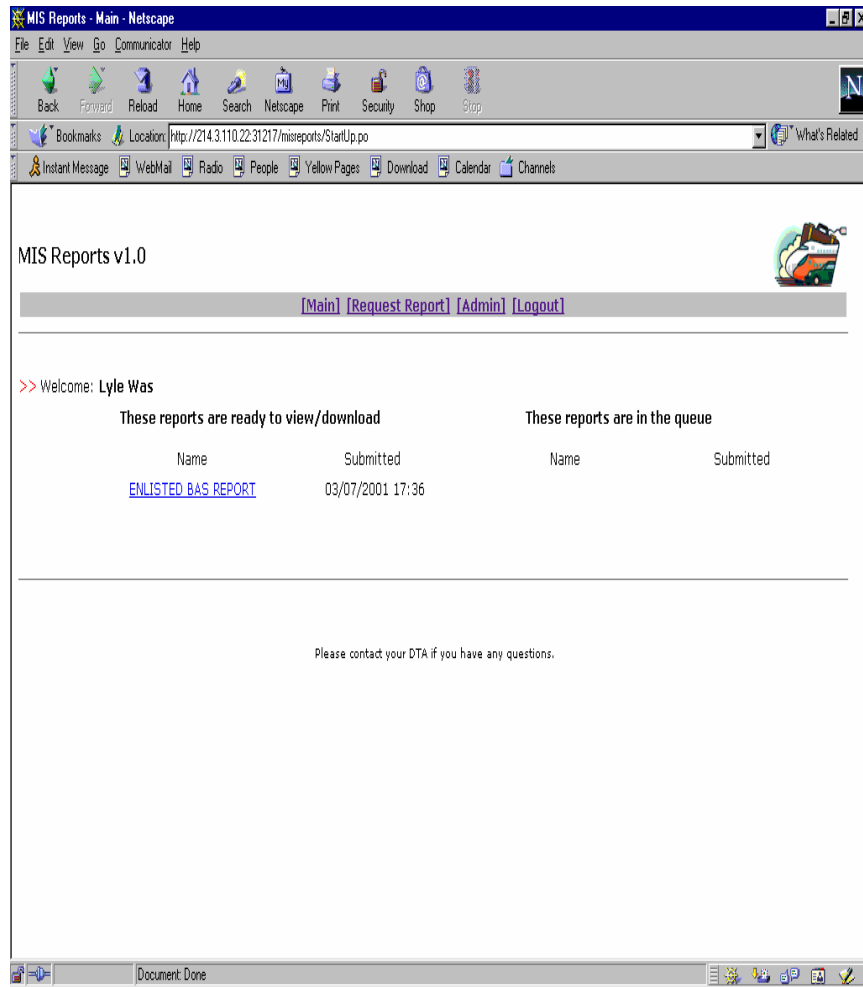


Figure 2. MIS Reports Main Menu Screen

Report Request Instructions:

- Click Report Request link on the MIS main menu and all the allowed report types will be displayed. Available reports include:
 - ENLISTED BAS REPORT – Includes TDY travel for Enlisted personnel
 - OCONUS REPORT – Includes TDY travel to OCONUS destinations for enlisted and Officer Personnel
 - FSA REPORT – Includes TDY travel for a duration greater than 30 days for Enlisted and Officer personnel
 - SPECIAL DUTY REPORT – Includes Special Duty Conditions applied during TDY travel for Enlisted and Officer personnel
 - MILITARY LEAVE REPORT – Includes Military Leave taken during TDY travel for Enlisted and Officer personnel
- Click on any of these reports and Report Request Main Page will appear.
 - Fill in all the fields
 - Click on the “calendar” and select the Start and End dates
 - Select the Document Type...normally “Voucher”

- Click on the “Click for Org. Select and “check” the box for your Installation’s Organization.
- Click the submit button and a confirmation message will be displayed “Your request has been submitted. You will receive an Email notification when your report has been processed.”
- Click the OK button and the MIS main menu is displayed with the requested report in the queue.
- To access the report, upon notification, re-enter the MIS reports and your report(s) are ready for your review/printing.

MIS Administration Instructions

If a user does not have access to the MIS Reports, an error message will be displayed – “You Do Not Have Admin Access.” Normally, the LDTA has MIS Administration Access to Add Users. If the LDTA does not have the necessary MIS Admin access, contact the Tier 3 Help Desk.

Add A User:

- Click the Admin option in the MIS main menu. MIS administration main menu will be displayed.
- Click the Add User link and the add user search screen will be displayed.
- Enter a user’s full name or last name to do the search. You can search a user by user’s ID.
- Click the Search button and the search result will be displayed.
- Select the radio button and then click the Add User button. Add user screen will be displayed.
- Choose the Access Level, Allowed Organization and Allowed Reports and then click Add User button. A confirmation message will be displayed.
- Click the OK button and MIS main menu will be displayed.

Modify A User:

- Click the Modify User link in the Administration main screen. The search user screen will be displayed. Enter a user’s ID or user’s last name or full name to do the search. The search result will be displayed.
- Select the radio button and click the Modify User button. Modify User Screen will be displayed.
- Modify the Access Level, Allowed Organization, or Allowed Reports.
- Click the Modify User button. A confirmation message will be displayed.
- Click the OK button. MIS main menu will be displayed.

Delete A User:

- Click the Delete User link in the Administration main screen. The search user screen will be displayed. Enter a user’s ID or user’s last name or full name to do the search. The search result will be displayed.
- Select the radio button and click the Delete User button. Delete User Screen will be displayed.
- Click the Delete User button, and a confirmation message will be displayed.
- Click the OK button and MIS main menu will be displayed.

Attachment K. Installation Deployment Roles and Responsibilities.

Comptroller Squadron Commander

- Appoint “Lead” Defense Travel Administrator (LDTA)
- Appoint Training Coordinator
- Coordinate necessary appointment letters
- Provide Letter of Assurance to Field Site (OPLOC)

Lead DTA (LDTA)

- **PRE-DEPLOYMENT**
 - Site Lead for deployment
 - Point of contact between PMO/TRW/FMBOT/MAJCOM
 - Attend DTS Seminar
 - Coordinate Command Brief
 - Provide installation zip code(s) to MAJCOM/AF
 - Set-up reject e-mail address provide to MAJCOM/AF for TRW
 - Attend 4 day DTA training
 - Attend 2 day TTT training
 - Main point of contact for all ODTAs & FDTAs
 - Set-up working groups
 - Create Site naming structure from UICs provide by MAJCOM/AF
 - Set-up Tier 2 help desk
- **POST-DEPLOYMENT**
 - POC for MAJCOM & AF for questions and/or system problems
 - Support for Tier 2 Help Desk
 - POC for Tier 3 Help Desk

Finance DTA (FDTA)

Customer Service/Support

- **PRE-DEPLOYMENT**
 - Attend Tier 2 help desk training
 - Attend DTA training
 - Coordinate Site Training
- **POST-DEPLOYMENT**
 - Tier 1 (ODTA) POC
 - Correct DTS related document rejects (i.e., routing issues, CTO issues, etc.)
 - Debt Management
 - Generates Military Pay reports...process necessary Mil Pay transactions
 - Develops and submits required ad hoc reports
 - Performs approval override function when required

- Perform Gov't entity function when required
- Reviews and approve conditional routing document (e.g. Foreign Travel)
- Maintains required appointment letters
- Perform System Maintenance
 - Maintains/updates Organization Table, Routing List and Group List
 - Maintains appropriate User System access
 - Add new users - notify ODTA
- Provide training (Traveler, AO, ODTA, and Certifying Officer Legislation Training)

Accounting Liaison

- **PRE-DEPLOYMENT**
 - Attend DTA training
 - Coordinate with Budget Office to create naming structure for Lines of Accounting (LOA) labels
 - Import all LOAs and assign to organizations
- **POST-DEPLOYMENT**
 - Add new LOAs or LOAs from another site
 - Correct rejected LOAs
 - Correct DADS rejects
 - Coordinate Fiscal Year change over

Budget Office

- **PRE-DEPLOYMENT**
 - Attend DTA training
 - Coordinate with ALO to create naming structure for LOA and labels
 - Coordinate with Resource Advisors to create DTS “checkbook” for organizations’ LOA
- **POST-DEPLOYMENT**
 - Generate reports
 - Create new labels and add checkbook amount when necessary
 - Create checkbook amounts & labels for all organizations for next Fiscal Year

Organizational DTA (ODTA)

- **POST-DEPLOYMENT**
 - Attend 4 day DTA training
 - Provide Tier 1 Help Desk support
 - Attend planning groups
 - Current process convert to DTS

- Establish Routing structure in Appendix S worksheets and have approved by Commander
- QC Excel person spreadsheets
- Assign necessary Permissions & Access levels
- Ensure Approving/Certifying Officials (CO/AO) complete Certifying Officer Legislation Training (CBT) and provide completion letter to LDTA
- **POST-DEPLOYMENT**
 - Maintain Traveler Information for personnel assigned to Organization (complete new user information when notified by FDTA)
 - Tier 1 Help Desk
 - Assist untrained travelers with preparing DTS authorizations and orders

Communications Squadron

Commander

- **PRE-DEPLOYMENT**
 - Upon receipt of MAJCOM Authority to Operate (or Interim ATO), coordinate Designated Approving Authority (DAA) Certification & Accreditation (C&A) for DAA signature
 - Ensure Base Infrastructure Assessment checklist is completed
 - Ensure software is tested on infrastructure 2 weeks before going LIVE
- **POST-DEPLOYMENT**
 - Assist with system connectivity issues

Local Registration Authority (LRA)

- **PRE-DEPLOYMENT**
 - Set-up LRA work stations
 - Assist AF PKI SPO with assigning PKIs to site
 - Coordinate with PA to publicize mass issuance (if necessary)
- **POST-DEPLOYMENT**
 - Revoke and reissue PKIs when necessary
 - Assist users with PKI access issues

Transportation Squadron

- Appoint a LDTA from Traffic Management to be a central POC for transportation issues
- **PRE-DEPLOYMENT**
 - Point of contact for transportation issues between PMO/TRW/Air Staff/MAJCOM

- Attend DTS Seminar
- Attend 4 day DTA training
- Attend 2 day TTT training
- Participate in business practice workshops
- Coordinate local policies and procedures with DTS CTO and DTS PMO
- **POST-DEPLOYMENT**
 - POC for MAJCOM & AF for transportation issues
 - Transportation support for Tier 2 Help Desk
 - Provide Traffic Management support as agreed upon in business practices